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**Organisational Risk Assessment Form**

We recognise that these are exceptional times and that government guidance is changing rapidly.

We are aware that there are a number of staff who may themselves be vulnerable/at increased risk and some staff who are extremely vulnerable. Moreover, we have staff who either, live with, or care for vulnerable/at increased risk or extremely vulnerable people. This risk assessment should be used in conjunction with both site-based and individual risk assessments to ensure all staff, whatever their vulnerability status, are properly assessed and the plans in place keep everyone safe.

**Service users who are assessed as vulnerable, should also receive Covid-19 risk assessments.**

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| **SERVICE: Touchstone** | | | | | | **LOCATION: All locations** | | | | | |
| **ACTIVITY:** Covid-19 (Coronavirus) – ORGANISATIONAL RISK ASSESSMENT  **We have taken a tiered approach to assessing the risks of dealing with the coronavirus pandemic.**  This document is our **Organisational Risk Assessment**, which is supported by:   * Location/service specific risk assessments * Individual staff risk assessments; and * Individual risk assessments for people who we support.   Together, these assessments provide a framework for us to deliver services safely for both staff and the people we support.  **Touchstone has decided to maintain 1 metre social distancing and the use of PPE for all services for the foreseeable future and irrespective of the latest government guidelines/route map from 19th July 2021. This will be reviewed by 6th October 2021.** | | | | | | | | | | | |
| **Responsible Manager** | | | Alison Lowe | | **Signature** | | **Issue no: 9** | | | **Initial date:** | **20/05/2020** |
| **Assessment by** | | **Alison Lowe** | | **Signature** |  | | **Date of this update** | **06/07/2021** | | **Review Date** | **06/10/2021** |
| **What are the hazards?** | **Who might**  **be harmed and how** | | **Evaluate the risks.**  **What are you already doing?** | | | **What further action is necessary?** | | | **Action**  **By**  **Whom?** | **Action By When?** | **Complete Y/N**  **(Date)** |
| **Possible transmission of covid-19 due to contact between staff/ service users/ visitors** | Existing staff/potential staff/their families/services users and their families/contractor contract infection through transmission  Service users/contractors may be infectious | | Staff advised not to come into work in line with coronavirus guidance eg if showing symptoms or someone they live with are showing symptoms-  - Follow government “Track and Trace” guidelines and self-isolate if requested to do so  All contractors/staff to be asked if they have symptoms and guidance to be followed at all times.  Maximum 6 service users/contractors to be allowed in TH at any one time, all to be booked in advance from 19th July and each building to agree own limits.  -Universal precautions for good practice regular hand hygiene & access to hand hygiene facilities.  -Cleaning regime with enhanced cleaning of high touch/contact areas.  -Use of personal protective clothing (PPE) as per PHE Guidance. Disposable gloves, aprons and masks. Staff trained in the donning, doffing and safe disposal of PPE.  -Monitor levels of PPE available to ensure adequate availability.  -Implementing existing food hygiene procedures.  -Follow social distancing guidance where possible. (2 m apart where possible, 1 meter if guidance allows after 21st June 2021)  -Minimise number of interactions where practically possible through measures such as agile working, where approved.  -At least weekly briefing between Senior Management Team and Service Managers to pick up issues immediately and share best practice across Touchstone with all staff  -SMT to review any changes in Government guidance and disseminate.  -All staff have been issued a range of guidance including Infection prevention and Control e-learning  -Process in place for testing the public and some services have access to testing as part of contracts see ‘**Reporting of COVID19 sickness or confirmed cases of COVID’** section  Staff and managers to follow latest guidance if test positive or are asymptomatic and complete Managers Covid-19 Investigation Form  Risk assessments completed for all staff in March 2020 and updated/reviewed May/June 2020 and March 2021  New advice on ventilation (Nov 2020) to be followed by staff in all settings <https://www.gov.uk/government/news/new-film-shows-importance-of-ventilation-to-reduce-spread-of-covid-19#:~:text=The%20new%20film%20will%20run,fresh%20air%20dilutes%20the%20particles>. | | | To carry on giving out message to staff.  Staff to be made aware and to implement the following coronavirus guidance and protocols:  <https://www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance?utm_source=3ad1e505-7776-4963-b366-f718239cf904&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate>  Working with Service Users in the Community During Covid-19  Coronavirus Infection Prevention and Control Guidance  Return to work e-learning  [PHE cleaning and disinfecting guidance](https://www.aspirecbs.org.uk/wp-content/uploads/2020/05/C017-PHE-cleaning-and-disinfecting-guidance.pdf)  [NHS handwashing poster](https://www.aspirecbs.org.uk/wp-content/uploads/2020/05/C019-NHS-handwashing-poster.pdf)    Deep Clean all buildings prior to return  [NHS putting on and removing PPE safely](https://www.aspirecbs.org.uk/wp-content/uploads/2020/05/C022-NHS-putting-on-and-removing-PPE-safely.pdf)    Continue to reduce the need for face-face meetings, encourage use of telephone & e-mail, zoom/Teams, staggering lunch breaks to reduce number of people in enclosed space.  Staff to manage use of public transport (additional masks for travelling provided on request) <https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers>  Stagger start and finish times where possible. Consider requests for flexible/agile working  Offer Touchstone Cycle to Work Scheme    All staff to undertake Infection Control Training – E-Learning and watch [donning and doffing of PPE](https://www.youtube.com/watch?v=-GncQ_ed-9w&feature=youtu.be) video.  New guidance here <https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested?utm_source=1ea0bdfb-2c7e-4911-bb6d-650df130bdad&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate>  <https://www.gov.uk/government/publications/covid-19-management-of-exposed-healthcare-workers-and-patients-in-hospital-settings?utm_source=aa4fd250-903d-4e92-9bc4-2c4ac67c7c66&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate>  An individual risk assessment review should be completed for all staff and staff who were formally in the either clinically vulnerable, extremely clinically vulnerable or live with people in either of these categories.  CEO to email to all staff and ensure Risk assessment updated  Managers to ensure compliance and awareness.  To be continued after 19th  July and to be reviewed September. | | | SMT/All Team Managers  SMT/all team managers  AL to circulate guidance to all staff by 1st June  Re-send to staff by 4th June 2021  All TMs to arrange with cleaning company  ZB to monitor PPE and lead procurement as required  Part of individual risk assessments  AL email of 11th May and 1st June on-going  All managers to instruct staff to complete by end of September 2020 and monitor completion  All Team managers to keep abreast of changing guidance  All Team managers. Reviews started May 2020  CEO/all managers  SMT/MTM | Every 2 weeks  By 1st June for all staff  RN by 12th June  Now for TH, DBC and TSC, by end June for rest  End June 2020 and random review to take place  To be concluded for existing staff by end June 2020  On-going  To be concluded for existing staff by end June 2020 and new staff by end September and o/g  19 November 2020 and ongoing  end September 2021 | Completed March 2020  Completed 1st June  Completed 1st June to be reviewed September 2021  Completed 12 June  Completed for all sites.  On-going  On-going  On-going  Completed and  On-going  Being electronically monitored and reported to SMT weekly  In place  All risk assessments in place and reviews o/g  CEO sent email 19/11/20 and again March & April 2021 |
| Staff visiting people in their own homes infected through transmission | | As above | | | Staff to be made aware and to implement the coronavirus guidance and protocols listed above  Staff to follow ventilation guidance as above | | | Line managers  March 2020 and ongoing | March 2020 | On-going |
| Service-user facing counter staff in Day and community Services infected through transmission | | TH to have maximum 6 pre-booked visitors per day who should be triaged for possible risk of exposure.  See separate risk assessment for Food Bank at TSC | | | Service users/contractors to return after 19th July 2021 | | | Line managers  SMT to review monthly | March 2020 | Completed and ongoing |
| Office staff:  service buildings and HQ infected through transmission | | -General hand washing and access to handwashing facilities.  -General cleaning regime with enhanced cleaning of high touch/contact areas.  -Follow social distancing guidance.  -Minimise number of interactions where practically possible through measures such as homeworking etc. **especially formerly extremely vulnerable group.**  Weekly briefing between Senior Management Team and Service Managers to pick up issues immediately and share best practice across Touchstone | | | No service users and non-essential visitors should be allowed in the buildings  Staff to implement the following coronavirus guidance and protocols:  Coronavirus Infection Prevention and Control Guidance  [Govt social distancing poster](https://www.aspirecbs.org.uk/wp-content/uploads/2020/05/C018-Govt-social-distancing-poster.pdf)  [Handwashing poster](https://www.aspirecbs.org.uk/wp-content/uploads/2020/05/C019-NHS-handwashing-poster.pdf)  Reduce the need for face-face meetings, encourage use of telephone & e-mail, staggering lunch breaks & reduce number of people in enclosed space.  All staff to undertake Infection Prevention and Control Training – E-Learning and watch [donning and doffing of PPE](https://www.youtube.com/watch?v=-GncQ_ed-9w&feature=youtu.be) video. | | | Line managers  As above  All managers to instruct staff to complete by end July 2020 and new staff by end Sept/og | March 2020  By end July 2020 and ongoing | Completed  Being monitored and reported to SMT weekly |
| Pregnant staff, staff with long-term medical conditions (particularly respiratory illness) infected through transmission | | -Staff who previously fell into the extremely vulnerable category will be advised to work from home, where possible until fully vaccinated and/or complete an agile working request. Additionally staff who live with vulnerable people will be asked to consider applying for agile working  -An Individual Staff Risk Assessment review should be completed for all staff and especially those who fall into the vulnerable group or live with someone who is either extremely vulnerable or vulnerable. Occupational Health may also be consulted to ensure any additional recommendations and control measures are considered. | | | To keep in contact with vulnerable team members to monitor their situation and offer support as required including their mental wellbeing.  Keep under review potential need for variations to HR policies in line with Business Continuity Plans, including absence management, special leave, flexible working etc.  Counselling, bereavement support. | | | Line managers to review all risk assessments  Line managers | May 2020 onwards  May and June 2020 | Completed and ongoing |
| **Risk of transmission from staff**  **Possible transmission from staff returning from other countries** | **All staff who develop symptoms**  **All staff returning from abroad** | | -Standard sickness reporting procedure and escalation to Covid19 Pandemic Team  -If staff become symptomatic whilst at work they should be sent home and follow the government’s [staying at home guidance](https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-people-with-confirmed-or-possible-coronavirus-covid-19-infection). Where it is not possible for staff to leave the service immediately, an empty room with a door and adequate ventilation may be assigned for isolation/social distancing purposes.  -Staff to highlight possible COVID-19 when reporting sickness & staff to arrange testing via self-referral process and confirm test outcome with manager.  Staff to follow Track and Trace Guidance (above) and self-isolate for 10 days if required to do so  Government guidance on red/amber/green list countries to be followed.  <https://www.gov.uk/guidance/red-amber-and-green-list-rules-for-entering-england> | | | Staff to be advised of and implement the following coronavirus guidance and protocols:  **Managers’ telephone Script for Coronavirus**  Line manager to contact Covid-19 Team at Touchstone House to report any staff absences and positive tests and to include in staff PNF.  Flexible/agile working arrangements from home if have no symptoms.  Flexible working arrangements to be agreed if no symptoms, otherwise to log as Covid-19 sickness on PNF  Managers to inform staff of obligations under the guidance and limits of Touchstone’s leave arrangements. | | | All staff showing symptoms  Line Managers  Line Managers  Line Managers  All managers | March 2020  May+  May+  May+  May 2021 | On-going  CEO email sent to all staff 19/05/21 |
| **Possible transmission form customers confirmed with COVID 19** | All – staff, service users, visitors etc. | | -Staff, service users and visitors informed and updated about our guidance.  -All staff who have been in contact to work from home in line with government guidance for a period of 10 days from the outbreak  - Staff with symptoms should report sick for duration of their illness and managers to complete **Covid-19 Investigation Form**  -Reporting procedure & escalation to Covid-19 Pandemic Team  -Report any outbreak to PHE and seek further advice via a situation risk assessment to identify if further actions are required.  -Display the appropriate warning notices at premises  -Covid-19 questions to be asked prior to every visit. If service user is symptomatic - no staff visits to take place under any circumstances | | | Staff to be advised to change clothing at the end of their shift and double bag and launder clothes they have worn on shift.  Implement the following coronavirus guidance and protocols:  Working with Service Users in the Community During Covid-19  Coronavirus Infection Prevention and Control Guidance  Cleaning Guidance for staff where Covid-19 is suspected  Covid-19 Investigation Form (if staff symptomatic)  [PHE cleaning and disinfecting guidance](https://www.aspirecbs.org.uk/wp-content/uploads/2020/05/C017-PHE-cleaning-and-disinfecting-guidance.pdf)  [NHS handwashing poster](https://www.aspirecbs.org.uk/wp-content/uploads/2020/05/C019-NHS-handwashing-poster.pdf)  [NHS putting on and removing PPE safely](https://www.aspirecbs.org.uk/wp-content/uploads/2020/05/C022-NHS-putting-on-and-removing-PPE-safely.pdf)  [donning and doffing of PPE](https://www.youtube.com/watch?v=-GncQ_ed-9w&feature=youtu.be) | | | Line mangers now and on-going  As above  As above  All staff on-going | March 2020 | Completed and ongoing |
| **Potential under reporting of COVID19 sickness or confirmed cases of COVID and any deaths** |  | | -Testing of staff:  staff who are currently experiencing symptoms of COVID 19 & family members in the same household of the above who have symptoms of COVID 19- to arrange testing via self referral website or telephone helpline. <https://www.gov.uk/government/publications/covid-19-management-of-exposed-healthcare-workers-and-patients-in-hospital-settings?utm_source=aa4fd250-903d-4e92-9bc4-2c4ac67c7c66&utm_medium=email&utm_campaign=govuk-notifications&utm_content=immediate>  -Reporting procedure and escalation to Covid-19 Pandemic Team  - Reporting procedures are in place with HSE, commissioners and the Trades Unions for reporting. | | | Report confirmed cases. Email this to Covid-19 Team internal reporting procedures and to log on PNF.  Manager to complete **COVID-19 Manager Investigation Form** to determine if RIDDOR reportable- | | | Team Manager/CEO to report if required | Now and on-going | Completed and ongoing |
| **Potential stress**  **Anxiety/DSE related problems &**  **increased workload** | All staff | | -Mindful Employer and Employee Assistance Programme  -Occupational Health Service  -Special leave arrangements  -Flexible working - Management of staff and workloads, supervision, one-to-ones etc.  -Weekly briefing between members of Senior Management Team and Service Managers to pick up issues immediately and share best practice  -Daily calls to staff to reduce feelings of isolation for home workers  - Risk assessment in place for all staff with reviews being undertaken in May 2020  -DSE e-leaning to be completed by all staff  -Unison homeworking risk assessment tool sent to all staff May 2020  Stress risk assessment – HSE carried out, as required.  Staff encouraged to take regular annual leave. | | | Consider potential variations to HR policies in line with Business Continuity Plans, including absence management, special leave, counselling etc.  Re-tasking staff and re-training required if re-allocating roles.  Managers to regularly keep in touch with people working from home.  Encourage use of conference calls to reinforce team and individual’s feelings of inclusion.  Personal (stress) risk assessments to be undertaken for all staff to explore   * Physical activity * Mental stimulation * Social connectivity * Emotional wellbeing * Any other social (non-clinical) risk factors   Individual HSE stress risk assessments to be carried out where staff are saying they are “stressed” or been off work due to stress and advice from HR/ODs to be sought | | | HR  SMT/MTM  Managers to ensure  DSE training to be completed  Managers to ensure completed when required and reported to HRD/OD | March 2020 and on-going throughout lockdown  By end July 2020  As require and on-going | On-going, various emails and resources sent out March-Aug and Covid-19 file updated  Being monitored and reported to SMT weekly |

**Additional actions in the event of there being an outbreak (2 linked symptomatic cases of service users or staff)** **within any specific building / linked buildings that share staff**

Where there is an outbreak of Covid-19 the following actions will be implemented:

* Report the outbreak to PHE and seek further advice via a situation risk assessment to identify if further actions are required.
* Update and review a building specific risk assessment which will address issues for people who work within that building, including how staff are deployed to minimise potential transfer to other buildings.
* Report to HSE