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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.**In line with the latest Government’s guidance** [**Coronavirus (COVID-19): guidance and support - GOV.UK (www.gov.uk)**](https://www.gov.uk/coronavirus?utm_campaign=coronavirus_grants&utm_medium=paid_searchl&utm_source=google&utm_content=keyword&gclid=CjwKCAiAgbiQBhAHEiwAuQ6BkgkdZR4yM3OCIm-sRFd0cdwLor5BYloERi3q-oye7g3IUVgoAM71QBoChtkQAvD_BwE)**. Touchstone has decided to continue to continue with the advice of keeping social distancing, limit occupancy numbers in rooms, recommend working in ventilated spaces and the availability PPE for all services for the foreseeable future and irrespective of any changing government guidelines. This will be reviewed by SLT on 4 April 2022 and plans to consider Roadmap out of Pandemic.****In line with Government Guidance on the use of masks** [**Face coverings: when to wear one, exemptions and what makes a good one - GOV.UK (www.gov.uk)**](https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own) **SLT is proposing that mandated use of mask is replaced by the ‘right to choose’. We still encourage staff and service users to wear masks in crowed spaces and small spaces. Lifting of this arrangement will need to considered as part of overall risk assessment with staff and service user input.** **.** |
| **Responsible Manager** | Arfan Hanif | **Signature** | **Issue no: 11** | **Initial date:** | **20/05/2020** |
| **Assessment by** | **Arfan Hanif** | **Signature** | Text  Description automatically generated | **Date of this update** | **17/02/2022** | **Review Date** | **04/04/2022** |
| **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. Variants such as ‘Delta’ and ‘Omicron’ taken into account.** | Existing staff/potential staff/their families/services users and their families/contractor contract infection through transmissionService users/contractors may be infectious | Staff advised not to come into work in line with coronavirus guidance eg if showing symptoms. If someone they live with are showing symptoms if they have not been fully vaccinated, to be advised to work from home- Or if fully vaccinated to take a lateral flow test before coming into work. To check and follow service risk assessments- Follow government “Track and Trace” guidelines and self-isolate if requested to do soIn response to latest Government guidance and service reset plans guidance updated 27 Jan 2022. Takes ‘Omicron’variant into account. 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 with 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. (, 1 meter under constant review)-Monitor number of interactions where practically possible through measures such as agile working, where approved.Monthly review by SLT. More required if needed. best practice across Touchstone with all staff-SLT 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’** sectionStaff and managers to follow latest guidance if test positive or are asymptomatic and complete Managers Covid-19 Investigation Form if been in recent contact with staff/service users.Risk assessments completed for all staff in March 2020 and updated/reviewed May/June 2020 and March 2021 New and review existing every 3 monthsNew advice on ventilation (to be followed by staff in all settings [COVID-19: ventilation of indoor spaces to stop the spread of coronavirus - GOV.UK (www.gov.uk)](https://www.gov.uk/government/publications/covid-19-ventilation-of-indoor-spaces-to-stop-the-spread-of-coronavirus) – Sept 2021Latest service reset plans taking into account current advice and informed by service risk assessments | To carry on giving out message to staff about covid guidance.Staff to be made aware and to implement the following coronavirus guidance and protocols:[Coronavirus (COVID-19) - NHS (www.nhs.uk)](https://www.nhs.uk/conditions/coronavirus-covid-19/)Working with Service Users in the Community During Covid-19 Coronavirus Infection Prevention and Control GuidanceReturn to work e-learning[Cleaning, hygiene and handwashing to reduce coronavirus (COVID-19) transmission (hse.gov.uk)](https://www.hse.gov.uk/coronavirus/cleaning/index.htm)= Deep Clean of offices if staff member or service users using building test positive [[Coronavirus » Personal protective equipment (PPE) (england.nhs.uk)](https://www.aspirecbs.org.uk/wp-content/uploads/2020/05/C022-NHS-putting-on-and-removing-PPE-safely.pdf)](https://www.england.nhs.uk/coronavirus/secondary-care/infection-control/ppe/)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>. Consider requests for flexible/agile workingOffer 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 [Coronavirus (COVID-19) - NHS (www.nhs.uk)](https://www.nhs.uk/conditions/coronavirus-covid-19/) 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 updatedManagers to ensure compliance and awareness.To be continually reviewed by managers with overview by Operations Directors | SLT/All Team ManagersSLT/all team managersCEO circulate ongoing guidance to all staff Re-send to staff by 27th September 2021All TMs to arrange with cleaning companyZB/KH to monitor PPE and lead procurement as requiredPart of individual risk assessmentsReminder sent 24 Jan 2022All managers to instruct staff to complete by end of September 2020 and monitor completionAll Team managers to keep abreast of changing guidanceAll Team managers. Reviews started May 2020CEO/all managersSLT/managers | Every monthFrom Oct 2021 onwardsSLT 27 SeptTMs to consider when requiredEnd June 2020 and random review to take placeTo be concluded for existing staff by end June 2020On-goingTo be concluded for existing staff by end June 2020 and new staff by end September and o/g19 November 2020 and ongoingend September 2021End of Sept 2021 | OngoingOngoingCEO Update with email and video to all staff 24 JanCompleted 1st June to be reviewed Jan 2022 updateCompleted for all sites in summerOn-goingOn-goingOn-goingCompleted andOn-goingBeing electronically monitored and reported to SLT.In placeAll risk assessments in place and reviews o/gCEO sent email 19/11/20 and March, April, June Sep 2021 & Jan 2022To be reviewed in Apr 2022To be reviewed in Apr 2022 |
| 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 managersMarch 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 at TSC  | Service users/contractors to return after 19th July 2021 & latest Govt advice to be followedOther sites to set their own limits on people accessing buildings/room in accordance with 1m social distance and size of rooms | Line managersSLT 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.-. 1M-Minimise number of interactions where practically possible through limiting number of people in buildings/room and implementation of agile work.. Risk assessments reviewed regularly for extremely vulnerable group. As above. | service users and non-essential visitors should be allowed in the building on an appointment basis and welcomed by relevant staff memberStaff to implement the following coronavirus guidance and protocols: Coronavirus Infection Prevention and Control Guidance [Cleaning, hygiene and handwashing to reduce coronavirus (COVID-19) transmission (hse.gov.uk)](https://www.hse.gov.uk/coronavirus/cleaning/index.htm)Implement Hybrid meetings, number of people in buildings and reduce number of people in enclosed space. All new 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 managersAs aboveAll managers to instruct staff to complete by end Oct 2021  | March 2020By end Oct 2021 and ongoing | CompletedBeing monitored and reported to SLT |
| 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. -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 assessmentsLine managers | May 2020 onwardsMay 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 fin accordance with Government adviceLatest Government guidance [Red, amber, green lists: check the rules for travel to England from abroad - GOV.UK (www.gov.uk)](https://www.gov.uk/guidance/red-amber-and-green-list-rules-for-entering-england#current-rules) .  | 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 PNFManagers to inform staff of obligations under the guidance and limits of Touchstone’s leave arrangements. | All staff showing symptomsLine ManagersLine ManagersLine ManagersAll managers | March 2020May+ May+May+May 2021 | On-goingRegular emails with latest links to staff |
| **Possible transmission from 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 follow Government advice- Staff with symptoms and unable to work 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 GuidanceCleaning Guidance for staff where Covid-19 is suspectedCovid-19 Investigation Form (if staff symptomatic)See links above [donning and doffing of PPE](https://www.youtube.com/watch?v=-GncQ_ed-9w&feature=youtu.be) | Line mangers now and on-goingAs aboveAs aboveAll 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 follow Government advice and service risk assessment. -Reporting procedure and escalation to Covid-19 Pandemic Team- Reporting procedures are in place with HSE, commissioners and the Trades Unions for reporting.Out of hours contact – Staff testing positive at weekends/bank holidays need to inform their line manager and manager on call, if they have been near other staff/service users recently. Moc will advise relevant managers if necessary to alert colleagues and SUs in contact | 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 if have been near staff/service users recently, to determine if RIDDOR reportable-  | Team Manager/CEO to report if requiredMOC | Now and on-goingOngoing | Completed and ongoingOngoing |
| **Potential stress****Anxiety/DSE related problems &** **increased workload** | All staff | -Mindful Employer and Employee Assistance Programme -Occupational Health Service-Special leave arrangements-Flexible working/Agile working - Management of staff and workloads, supervision, one-to-ones etc.- -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 2020Stress risk assessment – HSE carried out, as required.Staff encouraged to take regular annual leave.Staff Covid Peer Support Group to be set up | 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 soughtTo target staff who have had Covid and/or as had adverse impact personally | HRSLT/MTMManagers to ensureDSE training to be completed Managers to ensure completed when required and reported to HRD/ODLed by CEO | March 2020 and on-going throughout lockdownBy end July 2020As require and on-goingSet up by end of Oct | On-going, various emails and resources sent out March-Aug and Covid-19 file updatedBeing monitored and reported to SLT weeklyMet in Oct  |

**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