

## Headway Suffolk



**Covid-19 is a new illness that can affect your lungs and kidneys. It is caused by a virus called Coronavirus. Symptoms can be mild, moderate, severe or fatal. There are a wide range of symptoms including fever, cough, headache, sickness etc**

To keep up to date with HSENI advice to workplaces in this fast changing situation visit <https://www.hseni.gov.uk/news/coronavirus-covid-19-and-hseni-contact-details-updateo>

Public Health England - Guide to donning and doffing standard Personal Protective Equipment (PPE) for Health and Social Care settings:

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/877658/Quick\\_guide\\_to\\_donning\\_doffing\\_standard\\_PPE\\_health\\_and\\_social\\_care\\_poster\\_.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/877658/Quick_guide_to_donning_doffing_standard_PPE_health_and_social_care_poster_.pdf)

COVID-19: Donning and doffing of Personal Protective Equipment in Health and Social Care Settings Video:

[https://www.youtube.com/watch?v=-GncQ\\_ed-9w&feature=youtu.be](https://www.youtube.com/watch?v=-GncQ_ed-9w&feature=youtu.be)

NHS: How to wash your hands

<https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>

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Version 2.6.2020

Disposal of gloves: Any single use nitrile gloves used should be disposed of in the paper envelopes provided and left for 72 hours before throwing in the main bin. Staff must take these packaged gloves either back to site, to be kept in a carrier bag and disposed of safely after a 72 hour period, or alternatively taken home and placed in a carrier bag to be disposed of after this period.

HAZARD OBSERVED	RISK RATING	PERSONS AT RISK	CONTROL MEASURES	COMMENTS/ACTIONS	RESIDUAL RISK RATING
<p><b><u>Maintaining Stringent Social Distancing</u></b>            Government guidelines have determined a 2-metre social distance between those persons not from the same household. When working in the community, this must be maintained, but exceptional circumstance may result in this 2-metre distance being compromised e.g.</p> <ul style="list-style-type: none"> <li>▪ To administer first aid</li> <li>▪ To prevent injury</li> <li>▪ To support medical needs, epilepsy, the administration of medication.</li> <li>▪ Unanticipated personal care needs.</li> <li>▪ Clients not adhering to guidelines</li> <li>▪ Members of the public not adhering to guidelines</li> </ul>	Medium	Clients Client Household Staff Public	<ul style="list-style-type: none"> <li>▪ Clients have been offered a level of service identified as most suitable to the client’s needs, behaviours and levels of understanding.</li> <li>▪ All clients will be educated about the social distancing</li> <li>▪ Both clients and staff to avoid touching their face areas, including eyes, nose and mouth.</li> </ul> <p><u>1:1 or Group Support</u></p> <ul style="list-style-type: none"> <li>▪ Clients will be reminded of the 2-metre distancing rule as and when necessary and can be shown a social story to further demonstrate this if required.</li> <li>▪ Staff will avoid areas heavily populated by members of the public.</li> <li>▪ Where it is not possible to remain 2-metres apart, staff should work side by side with client, or facing away from client, rather than face-to-face if possible. Or they should use the covid screens</li> <li>▪ Where face-to-face contact is essential, breaking the 2-metre distance, e.g. due to a medical need, this should be kept to 15 minutes or less wherever possible.</li> </ul>	<p>PPE will be available to all staff. All staff will be provided with items they require, to be placed in their own bag, for use when working in the community.</p> <p>Disposal of gloves: Any single use gloves used, should be placed in a bag provided and left for 72 hours before throwing in the main bin.</p>	Low

			<ul style="list-style-type: none"> <li>▪ If 2-metre distance is compromised due to an exceptional circumstance, staff must place on their PPE – face masks, (gloves if needed, i.e. first aid).</li> <li>▪ Face shields should be worn at all times</li> </ul> <p>Rigorous checks will be carried out by line managers to ensure that the necessary procedures are being followed.</p> <p>Staff to be reminded on a daily basis of the importance of social distancing both in the workplace and outside of it. Management checks to ensure this is adhered to.</p> <p>Staff, visitor and clients to wear face masks, face shields on arrival and at all times. Visitors' masks and shields will be destroyed in a safe way after use</p> <p>2 metres to be marked out on the hub floor</p> <p>Desk screens to be used by office staff and clients as far as possible</p> <p>Covid 19 screens to be used by clients</p> <p>Shower curtains are to be used as distancing screens. These are to be washed at 60 degrees every Friday or more frequently if soiled</p>		
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Hand washing			<p>Employees and clients to be reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels.</p> <p>Also reminded to catch coughs and sneezes in tissues – Follow Catch it, bag 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.</p> <p>Hands to be washed on arrival at the hub, or place of work, before personal care, after personal care, after bathroom use, before food preparation, after eating, before leaving a building or every ½ hour. This applies to staff, clients and visitors. Staff to follow infection control policies ensuring the correct way of putting on and taking off of PPE.</p> <ul style="list-style-type: none"> <li>▪</li> </ul>		
<p><b>Personal Protective Equipment</b> All staff will be provided with a bag to keep their own PPE for use during sessions. These will contain: <i>antibacterial gel, one reusable face mask, nitrile gloves, antibacterial wipes and tissues.</i></p> <p>Staff to wear face masks when carrying out personal care and shields at all other times</p>	Medium	<p>Clients Client Household Staff Public</p>	<p><u>Training</u></p> <ul style="list-style-type: none"> <li>▪ All staff will be shown, through the use of government guidance and videos, the correct procedures for ‘the donning and doffing of PPE’.</li> </ul> <p><u>Before and after use of PPE</u></p> <ul style="list-style-type: none"> <li>▪ Before putting on PPE, hand hygiene should be practiced and extended to exposed forearms using alcohol hand-rub or gel or soap and water.</li> <li>▪ After removing any element of PPE, hand hygiene should be practiced and extended to exposed forearms, using alcohol hand-rub or gel or soap and water.</li> </ul>	<p>Each site will have additional PPE (alcohol hand rub or gel, wipes, nitrile gloves, tissues) for replenishing rucksacks.</p> <p>Managers/Seniors will ensure their teams have access to additional PPE items as and when required.</p>	Low

		<p><u>Nitrile Gloves</u></p> <ul style="list-style-type: none"> <li>▪ Staff must not wear any jewellery, bracelets, watches, or stoned rings.</li> <li>▪ Gloves are subject to single use and <b>must</b> be disposed of after each contact.</li> <li>▪ Gloves should only be used if necessary, e.g. to administer first aid.</li> </ul> <p><u>Face Masks</u></p> <ul style="list-style-type: none"> <li>▪ Face masks are not enforced apart from when carrying out personal care, but staff will be provided with and are able to wear these should they wish to.</li> <li>▪ Face masks must cover the nose and extend to cover the mouth and chin.</li> <li>▪ Face masks /shields must be worn if the 2-metre distancing is compromised, for example to prevent injury or support medical needs.</li> </ul> <p><u>Hand Hygiene</u></p> <ul style="list-style-type: none"> <li>• Hands must be washed prior to and following a session with clients. If soap and water are not available alcohol rub/gel must be used.</li> <li>• When washing hands with soap and water this process should last for at least 20 seconds this should be practiced and extended to exposed forearms.</li> <li>• Staff will be shown the NHS guidance on how to wash your hands.</li> </ul> <p><u>Staff Coughing/Sneezing</u></p> <ul style="list-style-type: none"> <li>▪ If not wearing a face mask, staff must cover their mouth and nose with a tissue or sleeve</li> </ul>	<p>Disposal of gloves: Any single use gloves used, should be placed in an envelope and left for 72 hours before throwing in the main bin.</p> <p>If clients/carers express that they would like staff to wear masks when working with the client, we <b>must</b> adhere to this.</p> <p>Alcohol gel/rub must be used if soap and water are not available.</p>	
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			(not your hands) when they cough or sneeze.		
<p><b>Onsite Cleaning Procedures</b> All staff must adhere to a strict cleaning procedure, to support infection prevention and minimise risk of cross-contamination.</p> <p>Areas clients will have access to are limited to shared toilet facilities and the kitchen areas of our four sites.</p> <p>As with all cleaning procedures, staff must adhere to the cleaning risk assessment,</p>	High	Clients Staff	<ul style="list-style-type: none"> <li>▪ Staff <b>must</b> ensure that they are vigilant when considering cleaning practices in the workplace.</li> <li>▪ Cleaning products will be available onsite for use.</li> <li>▪ Clients <b>must not</b> be asked to clean after themselves using these products e.g. following use of the shared toilet facilities.</li> <li>▪ Staff <b>must wear</b> nitrile gloves when cleaning. Gloves are single-use and must not be used to clean more than one room.</li> <li>▪ If cleaning cloths are used to clean surfaces, these should be washed after use on a wash at 60 degrees or higher. Where possible, staff to use toilet roll to wipe cleaning product residue from surfaces, flushing accordingly.</li> <li>▪ All waste bin bags are to be disposed of on a daily basis.</li> </ul>	Staff must not deviate from the CoSHH assessed list of products. These include BIO-D products alongside some W5 products (available to purchase at LIDL)	Low
<p><b>Entrances &amp; Exits to Buildings</b> For use of toilet facilities and access to water facilities, staff and clients will have access to some of the allocated zone toilets</p> <p>All buildings will have alcohol gel dispensers situated at the front and back of the building for use on entrance and exit of any building.</p>	Medium	Clients Staff	<ul style="list-style-type: none"> <li>▪ Clients and staff accessing any buildings must use alcohol gel/rub to clean their hands – up to their forearms before entry to a building and upon exit of a building.</li> <li>▪ Staff are to open and close doors, reducing clients touching door handles as much as possible.</li> <li>▪ Antibacterial wipes to be used to clean door handles after use.</li> </ul>	Any keys used to enter a building must be returned to their holding place and cleaned using anti-bacterial wipes after use.	Low
<p><b>Group Sizes</b> Group sizes must be kept to a minimum</p>	Medium	Clients Staff Public	<ul style="list-style-type: none"> <li>▪ Clients working in groups should have some understanding of social distancing and staff must be confident that clients will be able to</li> </ul>		Low

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			<p>maintain the 2-metre distance as much as feasibly possible.</p> <ul style="list-style-type: none"> <li>Staff to consider clients allocated to groups and their individual needs i.e. is group working sensible for specific clients.</li> </ul>		
<p><b>Water Facilities</b> Staff will have access to water facilities .</p>	Low	Clients Staff	<ul style="list-style-type: none"> <li>For clients to be asked to bring their own labelled refillable water bottle with them to sessions.</li> <li>Staff to, where possible, fill water bottles on client's behalf, to limit footfall inside the building.</li> <li>Staff to bring own mug with them to sessions.</li> <li>Any surfaces come into contact with should be cleaned afterwards by staff.</li> </ul>		Low
<p><b>Use of Transport – Work Vehicles</b> Work vehicles may be used by staff to enable them to visit clients.</p> <p>The larger vehicles (minibuses) can, in agreed circumstance, be used to collect one client at a time for a session or to drop off one staff member at a time to a required location.</p>	Medium	Clients Staff	<ul style="list-style-type: none"> <li>Work vehicles must be visually inspected before use to ensure safety.</li> <li>No more than two people from separate households can be in the minibus vehicles at any one time (one driver and one passenger). The passenger <b>must</b> be seated at the very back of the vehicle to ensure maximum distance is maintained between driver and passenger.</li> <li>Drivers <b>must</b> use antibacterial wipes to clean any surfaces/areas touched in the vehicles after use or before handover of vehicle.</li> <li>Windows can be open to give a good level of ventilation in the vehicles.</li> </ul>	Surfaces/areas of vehicles to be cleaned includes but not limited to: <ul style="list-style-type: none"> <li>Steering wheel</li> <li>Gear stick</li> <li>Handbrake</li> <li>Door handles (interior/exterior)</li> <li>Boot clasp</li> <li>Stereo</li> <li>Keys</li> <li>Window controls</li> <li>Bonnet Clasp</li> <li>Glovebox</li> <li>Mileage Log (cover)</li> </ul>	Low
<p><b>Zones</b> The hubs will be sectioned into zones . Staff and clients will only be allowed in 1 zone,</p>	Medium	Clients Staff Public	<p>If there is an outbreak only people in the zone will be excluded from the hub for 14 days</p> <ul style="list-style-type: none"> <li></li> </ul>		Low

<p><b>Client becoming unwell during contact</b></p> <p>If a client becomes unwell with any of the following:</p> <ul style="list-style-type: none"> <li>• new, continuous cough</li> <li>• high temperature</li> <li>• loss of, or change in, their normal sense of taste of smell (anosmia)</li> </ul> <p>they must be sent home and advised to follow the <a href="https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings">COVID-19: guidance for households with possible coronavirus (COVID-19) infection guidance</a></p> <p>In an emergency, call 999 if the client is seriously ill or injured or their life is at risk.</p> <p>Do not visit the GP, pharmacy, urgent care centre or a hospital.</p> <p><a href="https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings">https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings</a></p>	<p>Medium</p>	<p>Clients Client Household Staff Public</p>	<ul style="list-style-type: none"> <li>▪ Client should be moved, if possible, to a room where they can be isolated behind a closed door, with adequate supervision e.g. Pelham Rd Visitor Room.</li> <li>▪ If in an isolated room, a window should be open for ventilation.</li> <li>▪ If it is not possible to isolate the client, they must be moved to an area which is at least 2-metres away from other people.</li> <li>▪ Carers must be contacted immediately to collect the client.</li> <li>▪ If the client requires use of the bathroom while waiting to be collected, they should use a separate bathroom to other clients if possible. The bathroom should be cleaned and disinfected using onsite cleaning products before being used by anyone else.</li> <li>▪ PPE should be worn by staff caring for the client while they await collection if 2 metre distance cannot be maintained.</li> <li>▪ If a member of staff has helped someone with symptoms, they do not need to go home unless they develop symptoms themselves or the client subsequently tests positive for COVID-19.</li> <li>▪ Following use of a room for isolation purposes, guidance <b>must</b> be followed on the decontamination of the room.</li> <li>▪ Following a client displaying symptoms compatible with coronavirus (COVID-19), they should be sent home and advised to self-isolate for 7 days and arrange to have a test to see if they have COVID-19. Their fellow household members should self-isolate for 14 days.</li> </ul>	<p>Managers should decide on a room at each site to be the designated isolation room, should they require this.</p>	<p>Low</p>
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			<ul style="list-style-type: none"> <li>If the client tests negative, they can return to sessions and their fellow household members can end their self-isolation.</li> </ul>		
<p><b><u>Staff member becoming unwell during contact</u></b>  If a staff member becomes unwell with any of the following:</p> <ul style="list-style-type: none"> <li>• new, continuous cough</li> <li>• high temperature</li> <li>• loss of, or change in, their normal sense of taste of smell (anosmia),</li> </ul> they must be sent home and advised to follow the <a href="#">COVID-19: guidance for households with possible coronavirus (COVID-19) infection guidance</a>	Medium	Client Clients Household Staff Public	<ul style="list-style-type: none"> <li>PPE <b>must</b> be worn by staff supporting clients if they become unwell during a contact session.</li> <li>A distance of 2-metres should be maintained as much as possible between the staff member and client/s.</li> <li>The staff member must ring their manager/senior to report that they are displaying symptoms.</li> <li>If a staff member develops symptoms compatible with coronavirus (COVID-19), they should be sent home and advised to self-isolate for 7 days and arrange to have a test to see if they have COVID-19. Their fellow household members should self-isolate for 14 days.</li> <li>Carers to collect clients as soon as possible.</li> <li>Carers to be informed and clients who have worked with the staff member to return home and be observed for symptoms.</li> <li>If the staff member tests negative, they can return to running sessions and their fellow household members can end their self-isolation.</li> </ul>		Low
<p><b><u>Confirmed case of coronavirus (COVID-19) following a contact session</u></b>  Following a session of contact, the staff member, client or any client who was part of a group is confirmed to have COVID-19.</p>	High	Client Clients Household Staff Public	<p><u>Staff member confirmed case</u></p> <ul style="list-style-type: none"> <li>If a staff member tests positive, any client/s they have worked with should be sent home and advised to self-isolate for 14 days.</li> </ul>		Low

			<ul style="list-style-type: none"> <li>▪ The other household members of the client/s do not need to self-isolate unless the client they live with subsequently develops symptoms.</li> </ul> <p><u>Client confirmed case</u></p> <ul style="list-style-type: none"> <li>▪ If a client tests positive, the staff member supporting, and any other clients they have had contact with (if group working), should be sent home and advised to self-isolate for 14 days.</li> <li>▪ The other household members of the staff member and/or client/s do not need to self-isolate unless the staff member or client they live with subsequently develops symptoms.</li> </ul>		
<p><u>Shared Toilet Facilities</u></p> <p>Staff must consider all surfaces will need cleaning with cleaning products provided following any staff or client use of the shared toilet facilities.</p> <p>Surfaces may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>▪ Door handles (interior and exterior)</li> <li>▪ Wash basins</li> <li>▪ Taps</li> <li>▪ Toilet seat</li> <li>▪ Toilet roll dispenser</li> <li>▪ Light switches/pulls</li> <li>▪ Toilet flusher/button</li> </ul> <p>Where a hand dryer is present, staff must encourage clients to use these; fabric hand towels <b>must not</b> be available for clients to dry their hands on.</p>	Medium		<p><u>Home Visits</u></p> <ul style="list-style-type: none"> <li>▪ Staff should avoid the use of toilet facilities at a client's home, unless essential.</li> <li>▪ If essential, staff will make use of the handwashing facilities and follow guidance on handwashing to ensure risk reduction.</li> <li>▪ Should staff have to use a client's toilet, they should ask carers for cleaning products to clean all surfaces they have had contact with.</li> <li>▪ Staff should avoid using a fabric hand towel to dry their hands; should no alternative be available, staff to use alcohol gel/rub which air dries.</li> </ul> <p><u>1:1 or group support</u></p> <ul style="list-style-type: none"> <li>▪ One client or staff member to access the toilet at any one time.</li> <li>▪ Staff to monitor the clients they are supporting when using the toilets, reminding them to wash their hands, use</li> </ul>	<p>Cleaning sprays must be sprayed onto surfaces and left in contact with the surface for at least 30 seconds before wiping clean.</p>	

<p>PPE <b>must be</b> worn when cleaning shared toilet facilities and single use gloves disposed of immediately after use.</p>			<p>paper towels (where available) or to use alcohol rub/gel if needed.</p> <ul style="list-style-type: none"> <li>▪ Toilets must be cleaned after each use, by staff.</li> <li>▪ Staff to wear nitrile gloves when cleaning the toilet areas; these are single use and must be disposed of immediately after use.</li> <li>▪ Cleaning products available onsite must be used to clean surfaces and toilets.</li> </ul>		
<p><b>Supervision Levels – Cleaning Tasks</b> When working 1:1 or in a group, cleaning toilets after each client use must be considered in terms of the supervision of clients during this time.</p>	Medium	Clients Staff	<ul style="list-style-type: none"> <li>▪ For clients who cannot be left unsupervised safely, they must remain in your view. If this compromises the 2-metre distance, this must be for no longer than 15 minutes and PPE must always be worn (mask and gloves) by the staff member.</li> <li>▪ If the client has access to PPE, they should be encouraged to wear it in this scenario.</li> <li>▪ PPE <b>must be</b> worn by staff when cleaning shared toilet areas.</li> <li>▪ Toilet roll to be used to wipe off cleaning product residue from surfaces.</li> <li>▪ Where cleaning cloths are used, they must be washed at a 60-degree wash or above after use.</li> </ul>		Low
<p><b>Use of Resources in Sessions</b> Activities will be planned and provided by staff during contact sessions. Staff must consider the risk of any activity they prepare and the viability of completing each activity with the least risk.</p>	High	Clients Client Household Staff Public	<p><u>Home Visits</u> For staff to plan to reduce the use of shared resources as much as possible:</p> <ul style="list-style-type: none"> <li>▪ Staff should seek to prevent the sharing of stationery and other equipment where possible e.g. make use of client’s stationery but wear single use gloves to handle.</li> <li>▪ Shared materials and surfaces should be cleaned and disinfected after use.</li> <li>▪ Gloves must be worn on a single-use basis when making use of a client’s resource such</li> </ul>	Staff to speak with carers prior to sessions to see what resources they have available to reduce resources required to be taken with staff on home visits.	Low

			<p>as a card game. These must then be disposed of appropriately after use.</p> <ul style="list-style-type: none"> <li>Games such as lego , dominoes must be sprayed with anti bac after use</li> <li>Contact sports such as sports or games which require passing an object using hands e.g. basketball, rounders, Frisbee etc. <b>must</b> be avoided.</li> </ul>		
<p><b><u>First Aid needs and/or Medical Attention</u></b> These exceptional circumstances may result in the 2-metre distance being compromised.</p> <p><b><u>Mental Health</u></b> Management will promote mental health &amp; wellbeing awareness to staff and clients during the Coronavirus outbreak and will offer whatever support they can to help Reference - <a href="http://www.hseni.gov.uk/stress">www.hseni.gov.uk/stress</a>  <a href="http://www.healthysuffolk.org.uk/covidhub">www.healthysuffolk.org.uk/covidhub</a></p>	Medium		<p><u>Home Visits</u></p> <ul style="list-style-type: none"> <li>Staff will not be required to provide care to the client which compromises the 2-metre distance regulation. Carers will be advised to provide personal care, medication requirements etc.</li> </ul> <p><b>Regular communication of mental health information and open door policy for those who need additional support.</b></p> <p><u>1:1 or Group Support</u></p> <ul style="list-style-type: none"> <li>Should the 2-metre distance need to be compromised, staff must wear PPE – mask and (nitrile gloves, if required for first aid).</li> <li>Gloves must be disposed of after use.</li> <li>Prior to and after breaking the distance, staff are to wash hands or make use of alcohol gel/rub if soap and water is not available.</li> <li>A first aid kit is available .Staff are responsible for ensuring the contents of this meet standardised requirements.</li> <li>If medical emergency, which cannot be supported by staff alone or under 15 minutes, staff to call 999 emergency services for support.</li> </ul>	Additional first aid supplies will be available onsite; managers/seniors to ensure staff have access to these items when required.	

			<ul style="list-style-type: none"> <li>▪ Clients who have known medical needs, e.g. require emergency medication, frequent seizures, should be considered for the 1:1 service level to ensure safety.</li> </ul>		
<p><b><u>Use of Public Spaces/Amenities</u></b> As part of working in the community, staff will be supporting clients in various local areas, making use of each area's local assets such as fields/parks.</p>	Medium	Clients Staff Public	<ul style="list-style-type: none"> <li>▪ Staff to consider the busyness of public spaces and the level of risk when supporting clients in these areas.</li> <li>▪ Staff <b>must</b> avoid the use of convenience stores where possible and only use these if necessary.</li> <li>▪ Public toilets <b>must</b> be avoided, due to the significant risk of infection that these present.</li> <li>▪ Staff must consider their session planning in terms of toilet facilities and local amenities.</li> </ul>		Low
Mobile phones		staff	<ul style="list-style-type: none"> <li>▪ These must be wiped with a damp soap wipe ( not alcohol wipe)</li> </ul>		Low