**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](about:blank)

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](about:blank)

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](about:blank)

NHS: How to wash your hands

[https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/](about:blank)

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| **HAZARD OBSERVED** | **RISK RATING** | **PERSONS AT RISK** | **CONTROL MEASURES** | **COMMENTS/ACTIONS** | **RESIDUAL RISK RATING** |
| **Maintaining Stringent Social Distancing**  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.   * To administer first aid * To prevent injury * To support medical needs, epilepsy, the administration of medication. * Unanticipated personal care needs. * Clients not adhering to guidelines * Members of the public not adhering to guidelines   Hand washing | Medium | Clients  Client Household  Staff  Public | * Clients have been offered a level of service identified as most suitable to the client’s needs, behaviours and levels of understanding. * All clients will be educated about the social distancing * Both clients and staff to avoid touching their face areas, including eyes, nose and mouth.   1:1 or Group Support   * 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. * Staff will avoid areas heavily populated by members of the public. * 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 * 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. * 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).   Face shields should be worn at all times Rigorous checks will be carried out by line managers to ensure that the necessary procedures are being followed.  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.  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  2 metres to be marked out on the hub floor  Desk screens to be used by office staff and clients as far as possible  Covid 19 screens to be used by clients  Shower curtains are to be used as distancing screens. These are to be washed at 60 degrees every Friday or more frequently if soiled  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.  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.  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. | 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. | Low |
| **Personal Protective Equipment**  All staff will be provided with a bag to keep their own PPE for use during sessions. These will contain: *antibacterial gel, one reusable face mask, nitrile gloves, antibacterial wipes and tissues.*  Staff to wear face masks when carrying out personal care and shields at all other times | Medium | Clients  Client Household  Staff  Public | Training   * All staff will be shown, through the use of government guidance and videos, the correct procedures for ‘the donning and doffing of PPE’.   Before and after use of PPE   * Before putting on PPE, hand hygiene should be practiced and extended to exposed forearms using alcohol hand-rub or gel or soap and water. * 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.   Nitrile Gloves   * Staff must not wear any jewellery, bracelets, watches, or stoned rings. * Gloves are subject to single use and **must** be disposed of after each contact. * Gloves should only be used if necessary, e.g. to administer first aid.   Face Masks   * 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.   .   * Face masks must cover the nose and extend to cover the mouth and chin. * Face masks /shields must be worn if the 2-metre distancing is compromised, for example to prevent injury or support medical needs.   Hand Hygiene   * 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. * 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. * Staff will be shown the NHS guidance on how to wash your hands.   Staff Coughing/Sneezing   * If not wearing a face mask, staff must cover their mouth and nose with a tissue or sleeve (not your hands) when they cough or sneeze. | Each site will have additional PPE (alcohol hand rub or gel, wipes, nitrile gloves, tissues)  Managers/Seniors will ensure their teams have access to additional PPE items as and when required.  If clients/carers express that they would like staff to wear masks when working with the client, we **must** adhere to this.  Alcohol gel/rub must be used if soap and water are not available. | Low |
| **Onsite Cleaning Procedures**  All staff must adhere to a strict cleaning procedure, to support infection prevention and minimise risk of cross-contamination.  Areas clients will have access to are limited to shared toilet facilities and the kitchen areas of our four sites.  As with all cleaning procedures, staff must adhere to the cleaning risk assessment, | High | Clients  Staff | * Staff **must** ensure that they are vigilant when considering cleaning practices in the workplace. * Cleaning products will be available onsite for use. * Clients **must not** be asked to clean after themselves using these products e.g. following use of the shared toilet facilities. * Staff **must wear** nitrile gloves when cleaning. Gloves are single-use and must not be used to clean more than one room. * 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. * All waste bin bags are to be disposed of on a daily basis. | Staff must not deviate from the COSHH assessed list of products. | Low |
| **Entrances & Exits to Buildings**  For use of toilet facilities and access to water facilities, staff and clients will have access to some of the allocated zone toilets  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. | Medium | Clients  Staff | * 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. * Staff are to open and close doors, reducing clients touching door handles as much as possible. * Antibacterial spray/wipes to be used to clean door handles after use. | Any keys used to enter a building must be returned to their holding place and cleaned using anti-bacterial spray/wipes after use. | Low |
| **Group Sizes**  Group sizes must be kept to a minimum | Medium | Clients  Staff  Public | * Clients working in groups should have some understanding of social distancing and staff must be confident that clients will be able to maintain the 2-metre distance as much as feasibly possible. * Staff to consider clients allocated to groups and their individual needs i.e. is group working sensible for specific clients. |  | Low |
| **Water Facilities**  Staff will have access to water facilities . | Low | Clients  Staff | * For clients to be asked to bring their own labelled refillable water bottle with them to sessions. * Staff too, where possible, fill water bottles on client’s behalf, to limit footfall inside the building. * Staff to bring own mug with them to sessions. * Any surfaces come into contact with should be cleaned afterwards by staff. |  | Low |
| **Use of Transport – Work Vehicles**  Pool vehicles may be used by staff to enable them to visit clients.  The larger vehicles (minibuses) can, in agreed circumstance, be used to collect client`s or to drop off staff members. | Medium | Clients  Staff | * All vehicles must be visually inspected before use to ensure safety. * Drivers must load clients in such a way as to maintain as close to the 2-metre distance as practical. * Drivers **must** use antibacterial spray/wipes to clean any surfaces/areas touched in the vehicles after use or before handover of vehicle. * Windows can be open to give a good level of ventilation in the vehicles. | Surfaces/areas of vehicles to be cleaned includes but not limited to:   * Steering wheel * Gear stick * Handbrake * Door handles (interior/exterior) * Boot clasp * Stereo * Keys * Window controls * Bonnet Clasp * Glovebox | Low |
| **Zones**  The hubs will be sectioned into zones . Staff and clients will only be allowed in 1 zone, | Medium | Clients  Staff  Public | If there is an outbreak only people in the zone will be excluded from the hub for 14 days |  | Low |
| **Client becoming unwell during contact**  If a client becomes unwell with any of the following:   * new, continuous cough * high temperature * loss of, or change in, their normal sense of taste of smell (anosmia)   they must be sent home and advised to follow the [COVID-19: guidance for households with possible coronavirus (COVID-19) infection guidance](about:blank)  In an emergency, call 999 if the client is seriously ill or injured or their life is at risk.  Do not visit the GP, pharmacy, urgent care centre or a hospital.  [**https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings**](about:blank) | Medium | Clients  Client Household  Staff  Public | * Client should be moved, if possible, to a room where they can be isolated behind a closed door, with adequate supervision. * If in an isolated room, a window should be open for ventilation. * 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. * Carers must be contacted immediately to collect the client. * 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. * PPE should be worn by staff caring for the client while they await collection if 2 metre distance cannot be maintained. * 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. * Following use of a room for isolation purposes, guidance **must** be followed on the decontamination of the room. * 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. * If the client tests negative, they can return to sessions and their fellow household members can end their self-isolation. | Managers should decide on a room at each site to be the designated isolation room, should they require this. | Low |
| **Staff member becoming unwell during contact**  If a staff member becomes unwell with any of the following:   * new, continuous cough * high temperature * loss of, or change in, their normal sense of taste of smell (anosmia),   they must be sent home and advised to follow the [COVID-19: guidance for households with possible coronavirus (COVID-19) infection guidance](about:blank) | Medium | Client  Clients Household  Staff  Public | * PPE **must** be worn by staff supporting clients if they become unwell during a contact session. * A distance of 2-metres should be maintained as much as possible between the staff member and client/s. * The staff member must ring their manager/senior to report that they are displaying symptoms. * 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. * Carers to collect clients as soon as possible. * Carers to be informed and clients who have worked with the staff member to return home and be observed for symptoms. * If the staff member tests negative, they can return to running sessions and their fellow household members can end their self-isolation. |  | Low |
| **Confirmed case of coronavirus (COVID-19) following a contact session**  Following a session of contact, the staff member, client or any client who was part of a group is confirmed to have COVID-19. | High | Client  Clients Household  Staff  Public | Staff member confirmed case   * 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. * The other household members of the client/s do not need to self-isolate unless the client they live with subsequently develops symptoms.   Client confirmed case   * 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. * 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. |  | Low |
| **Shared Toilet Facilities**  ,    Staff must consider all surfaces will need cleaning with cleaning products provided following any staff or client use of the shared toilet facilities.  Surfaces may include, but are not limited to:   * Door handles (interior and exterior) * Wash basins * Taps * Toilet seat * Toilet roll dispenser * Light switches/pulls * Toilet flusher/button   Fabric hand towels **must not** be available for clients to dry their hands on.  PPE **must be** worn when cleaning shared toilet facilities and single use gloves disposed of immediately after use. | Medium |  | Home Visits   * Staff should avoid the use of toilet facilities at a client’s home, unless essential. * If essential, staff will make use of the handwashing facilities and follow guidance on handwashing to ensure risk reduction. * 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. * Staff **must not** use a fabric hand towel to dry their hands; should no alternative be available, staff to use alcohol gel/rub which air dries.   1:1 or group support   * One client or staff member to access the toilet at any one time. * Staff to monitor the clients they are supporting when using the toilets, reminding them to wash their hands, use paper towels (where available) or to use alcohol rub/gel if needed. * Toilets must be cleaned after each use, by staff. * Staff to wear nitrile gloves when cleaning the toilet areas; these are single use and must be disposed of immediately after use. * Cleaning products available onsite must be used to clean surfaces and toilets. | Cleaning sprays must be sprayed onto surfaces and left in contact with the surface for at least 30 seconds before wiping dry. |  |
| **Supervision Levels – Cleaning Tasks**  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. | Medium | Clients  Staff | * 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. * If the client has access to PPE, they should be encouraged to wear it in this scenario. * PPE **must be** worn by staff when cleaning shared toilet areas. * Toilet roll to be used to wipe off cleaning product residue from surfaces. |  | Low |
| **Use of Resources in Sessions**  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. | High | Clients  Client Household  Staff  Public | Home Visits  For staff to plan to reduce the use of shared resources as much as possible:   * 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. * Shared materials and surfaces should be cleaned and disinfected after use. * Gloves must be worn on a single-use basis when making use of a client’s resource such as a card game. These must then be disposed of appropriately after use. * Games such as Lego , dominoes must be sprayed with anti bac after use * Contact sports such as sports or games which require passing an object using hands e.g. basketball, rounders, Frisbee etc. **must** be avoided. | 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 |
| **First Aid needs and/or Medical Attention**  These exceptional circumstances may result in the 2-metre distance being compromised.  The risk of contracting Covid-19 in any environment is very real during the current pandemic. In giving and receiving **FIRST AID** the casualty receiving the aid and the person giving aid are by the very nature of the situation in close proximity and **PPE must be worn** for protection. Face shield, mask, apron, gloves.  If body fluids are present wear two pairs of gloves as well as the other items mentioned above. Be very aware of the PPE being worn and once it is properly in place do not touch it or adjust in any way. Particularly face masks.  As always, treat all persons and fluids as being contaminated.  In the event of a sudden cardiac arrest assess the scene and proceed only if safe to do so. **DO NOT** put your face close to the casualty to check for breathing. Do the best you can to assess if the casualty is breathing without compromising your own wellbeing. **DO NOT** deliver breaths to the casualty by mouth to mouth, mouth to nose or mouth to tracheostomy. Deliver chest compressions pausing occasionally to check for Return of Spontaneous Circulation.  **Mental Health**  Management will promote mental health & wellbeing awareness to staff and clients during the Coronavirus outbreak and will offer whatever support they can to help  Reference -  [www.hseni.gov.uk/stress](about:blank)  www.healthysuffolk.org.uk/covidhub | Medium |  | Home Visits   * 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.   Regular communication of mental health information and open-door policy for those who need additional support.  1:1 or Group Support   * Should the 2-metre distance need to be compromised, staff must wear PPE – mask and (nitrile gloves, if required for first aid). * Gloves must be disposed of after use. * 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. * A first aid kit is available .Staff are responsible for ensuring the contents of this meet standardised requirements. * If medical emergency, which cannot be supported by staff alone or under 15 minutes, staff to call 999 emergency services for support. * 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. | Additional first aid supplies will be available onsite; managers/seniors to ensure staff have access to these items when required. |  |
| **Use of Public Spaces/Amenities**  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. | Medium | Clients  Staff  Public | * Staff to consider the busyness of public spaces and the level of risk when supporting clients in these areas. * Staff **must** avoid the use of convenience stores where possible and only use these if necessary. * Public toilets **must** be avoided, due to the significant risk of infection that these present. * Staff must consider their session planning in terms of toilet facilities and local amenities. |  | Low |
| Mobile phones  **HANDLING OF KEYS –**  **High Temperature** | medium | Staff  Staff  Staff, clients, carers, | * These must be wiped with a damp soap wipe ( not alcohol wipe)   Keys are rather like coins. A key like a coin may be handled by many people during the course of time. It is possible for Covid-19 to remain active on a hard surface (KEY) for as long as 72 hours. Of course other pathogens (UNFRIENDLY BUGS) may also become deposited on a key so what we are putting into practice now during this pandemic ought to remain in place as part of a normal good housekeeping procedure.  **Wash your hands** well with soap and water or if not available use hand sanitiser. Select the key that you require trying not to handle other keys in the vicinity. Remember, it or you may be contaminated.  **Wipe over the key** and fob with a tissue and antibac spray/antibac wipe and dry the key thoroughly. Use the key and before returning it **wipe over again** with a tissue and antibac spray/antibac wipe and dry thoroughly before putting the key away. **Wash your hands** well with soap and water. If you have unlocked a padlock then **wipe that** over too.  **Storing keys** Keys should not be kept in containers with other keys or bunches of keys. Each key should be on its own hook or in a separate container. The hook or container must be cleaned after it has been touched.  **VEHICLE KEYS MUST NOT BECOME WET**  **Do not wet** these at all, just a damp wipe with a tissue and antibac spray/antibac **wipe** and use a dry tissue afterwards to thoroughly dry. Corrosion of the electronics will occur if the key becomes wet. Yes! even the Suzuki Celerio keys have a transponder chip in them which must be kept dry.  Afterwards, **Wash your hands** well with soap and water or if not available use hand sanitiser.  All staff are to have their temperature taken as they enter the hub. Home care staff are issued with their own thermometer to take their own temperature and a document to record it .If it is over 37.8 degrees they are to go straight home self isolate and arrange for a covid test.  All clients using Headway transport are to have their temperature taken before alighting the minibus. All other clients are to have their temperature taken before entering hub.  All home care clients are to have their temperature taken at the being of their care session. This is to be recorded. All home care clients will have their own thermometer. Anyone  With a temperature over 37.8 degrees are to go straight home self isolate and arrange for a covid test. |  | Low |