

Papworth Trust Covid19 Risk Assessment Template

Organisation	Papworth Trust	Department	Work	Assessment Date	01.06.2020		
				Agreement Date	09.06.2020		
Site Location	Peterborough	Completed by	D Farguson	Review Date	18.11.2020		
				Reference No.	003		
Purpose	To assess re-opening centre for Work						
Coverage	Space and building including service specific where appropriate						
Not included	1. Activity/Task specific tasks – covered by separate service led risk assessments relating to the activity/task in question 2. Customer analysis						
Hazard (all covid19 related) Risks are to staff, customers and any visitors	Risk Level	Controls in operation	New Risk Level	New Controls Required (latest Govt. Guidance to be checked regularly)	Target Date	Action by who?	Done
Working in above site. Risk to: All persons		<ol style="list-style-type: none"> Working from home as a first option for all staff who are non-essential for direct customer services or support Wash hands on arrival to site – sanitise hands on access to office Spatial planning to ensure social distancing of 2m where possible – see map and on site barriers/markings Spatial planning to ascertain numbers of people in site at any one time – zones on the map state maximum numbers – tape/signs on floor to show boundaries. Wall/floor signage showing flows and key info. 		<p>Continue to review new Govt. guidance.</p> <p>Implementation staff follow the risk assessment</p> <p>Review daily</p>	ongoing	Manager	<p>✓ 7/08/2020</p> <p>✓ 7/08/2020</p> <p>✓ 7/08/2020</p> <p>✓ 7/08/2020</p>

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		<ol style="list-style-type: none"> 5. Assessment of vulnerability of the customer using current Govt. guidance. High risk does not attend site. 6. Persons living with a person classified as high risk should not do any activity which results in social distancing being less than 2m in any circumstances. If this cannot be guaranteed person does not attend site with others. 7. Side to side or back to back work carried out over face to face 8. If customer access site via following another person in staff are to send them back out until they are called in 					<p>✓ 7/08/2020</p> <p>✓ 7/08/2020</p> <p>✓ 7/08/2020</p> <p>✓ 7/08/2020</p>
<p>Staff and customers do not understand how to use the site or the risks</p> <p>Risk to: All persons</p>		<ol style="list-style-type: none"> 1. Regular communications and updates via managers and HR and team briefings for staff 2. Train staff on PB protocol based on the floor plan, training session for staff prior to opening. Focus on do's and don'ts. Training to include customers and contractors and visitor protocols. 3. Visitors/Customers by prior appointment only 4. Protocols for customers gone through by telephone or other suitable technology prior to attending site 		<p>All comms material and training to be produced in advance</p>	<p>Pre open</p>	<p>NW/UD</p>	<p>✓ 7/08/2020</p> <p>✓ booked 12/08/2020</p> <p>✓ 7/08/2020</p> <p>✓ 7/08/2020</p>

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<p>Poor Personal Hygiene</p> <p>Risk to: All persons</p>		<ol style="list-style-type: none"> 1. Staff to cover their mouth and nose with a tissue (not hands) when they cough or sneeze. Tissue provision in each room for staff. 2. Customers encouraged to bring tissues with them and etiquette advised by staff 3. Used tissues placed in a lidded bin immediately. 4. Persons should then wash their hands with soap and hot water for a minimum of 20 seconds or sanitize 5. Ready supply of hot water, soap and also paper towels / hand drying facilities or hand sanitizer located in communal toilets and kitchen 6. Sanitizer stations to be located next to printer, copier, fire and intruder alarm points and other key touch points 		<p>Review latest Government / World Health Organisation guidance and update as required On-going monitoring by Management 1 – tissues to be purchased</p> <p>3. Consider the need for more bins. Guidance to be given to cleaners on emptying bins and revising schedules to suit.</p> <p>6. Sanitizer stations on map</p>	<p>Pre open</p> <p>Pre open</p>	<p>FM/UD</p> <p>FM/UD</p>	<p>✓ 7/08/2020</p> <p>✓ 7/08/2020</p> <p>✓ 7/08/2020</p> <p>✓ 7/08/2020</p> <p>✓ 7/08/2020</p>
<p>Staff member with symptoms / close contact with persons with symptoms</p> <p>Risk to: All persons</p>		<ol style="list-style-type: none"> 1. Staff do not attend work if they have symptoms or family do. 2. Customers advised the same by regular communications – Customer are asked prior to entering the site – either by phone or the buzzer outside when they arrive if they have any symptoms – or any member of their household does – if the answer is yes they are not permitted entry/ the appointment is cancelled. 3. If person becomes symptomatic (high temperature or a new, 		<p>1 and 2. PPE at this stage too late.</p> <p>3. Deep clean of affected areas before sessions resume.</p>	<p>Ongoing</p>	<p>Manager /FM</p>	<p>✓ 7/08/2020</p> <p>✓ 7/08/2020</p>

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		<p>persistent cough) during a session advised to go home immediately – if a customer then person is isolated in specified room until transport arrives, if required. Isolate in small office next to main entrance.</p> <ol style="list-style-type: none"> 4. All persons who have been in contact with that individual are also sent home to self-isolate as per Govt. guidelines. 5. If a person advises they are symptomatic the next day or within 7 days of a session then all persons who have been in contact with them should be traced and advised to self-isolate according to Govt. guidelines – no names to maintain Data Protection 		<p>4 and 5. Maintain cleaning regimes Check latest Govt. Guidance</p> <p>Manager to consider building and service opening in short term based on cleaning times and possible staff isolation times.</p>	<p>ongoing</p>	<p>Manager /FM</p>	<p>✓ 7/08/2020</p>
<p>Inadequate cleaning regime</p> <p>Risk to: All persons</p>		<ol style="list-style-type: none"> 1. Site cleaned prior to re-opening. 2. New cleaning regime agreed with cleaners on touch points while making certain rest of site is cleaned adequately and ensuring cleaning products are adequately stocked 3. Staff have cleaning materials at each desk/ appointment location their use and will clean down the desk/table/chairs/area after use. 		<ol style="list-style-type: none"> 1. Weekly reviews with companies diarised 	<p>Pre open</p>	<p>JB</p>	<p>✓ 7/08/2020 ✓ 7/08/2020 ✓ 7/08/2020</p>

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		<ol style="list-style-type: none"> 4. Doors to be left open wherever possible. 5. When going through any closed doors staff wipe down after use 6. Desks cleaned down by staff before and after use including keyboard, mouse, phone etc. 7. Limiting use of high-touch items and equipment, for example, printers or whiteboards. 		7.Sanitizer/wipes next to printers and all key touch points	Pre open	FM/UD	<p>✓ 7/08/2020</p> <p>✓ 7/08/2020</p> <p>✓ 7/08/2020</p>
<p>Inability to social distance due to work/session patterns</p> <p>Risk to: All persons</p>		<ol style="list-style-type: none"> 1. Staggered lunches and breaks to reduce footfall in these areas at any one time 2. Appointments booked so that there are gaps of 15 minutes between customers enabling time to clean down the area and take a comfort break 3. Zones created (see map) and persons stay within zones unless require access to toilets or kitchens – access and egress via specific route (map) per zone 4. Align staff working patterns to new session patterns 5. Customers advised toilet prior to appointment 6. Staff comfort/refreshment breaks between appointments 7. Floor marking to promote social distancing required where staff/customers assemble i.e. canteen, welfare facilities 		<p>Review latest Government / World Health Organisation guidance and update as required.</p> <p>1 - On-going monitoring by management</p> <p>2. Remove waiting room chairs so cannot be used</p>	<p>ongoing</p> <p>Prior to open</p>	<p>Manager</p> <p>UD</p>	<p>✓ 7/08/2020</p> <p>✓ 7/08/2020</p> <p>✓ 7/08/2020</p> <p>✓ 7/08/2020</p>

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		<ul style="list-style-type: none"> 8. Mark up desks/tables where people which permitted to use and those they are not using hazard tape. 9. Customers have to come alone unless require a Carer. Carers already use the same 2m space therefore social distancing is not affected. 				<ul style="list-style-type: none"> ✓ 7/08/2020 ✓ 7/08/2020 	
<p>Contracting covid19 via contamination</p> <p>Risk to: Staff Customers</p>		<ul style="list-style-type: none"> 1. Do not share any equipment or tools or kit with others. Sufficient equipment provided. 2. Wipe down areas/kit after use, touch points, computers – 6 customer workstations – 2 only to be used – rotation basis 3. Spray/wipes/sanitizer/tissues provided 4. Face coverings/masks can be work by staff should they choose to do so and the activity permits. 		<ul style="list-style-type: none"> 1. All staff and customers coming into a Papworth Trust building must wear a face covering. Customers are asked to bring their own face coverings. Staff can be provided with a face shield or covering dependent on where they work. If anyone has forgotten, these will be supplied on entry. 2. As staff and customers move around the building at the beginning of the day, at the end of the day and during toilet 	Ongoing	Manager	<ul style="list-style-type: none"> ✓ 7/08/2020 ✓ 7/08/2020 ✓ 7/08/2020 ✓ 7/08/2020

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			<p>breaks etc, coverings should be worn at all times. In some OWL services staff have introduced measure as part of their risk assessment for toilet breaks, which means that customers do not come into contact with others in corridors – where this is the case then face coverings are not mandatory.</p> <ol style="list-style-type: none">3. For OWL and employment services, when customers and staff are sitting at their tables for activities/meetings – we have introduced strict 2m distancing and face coverings do not need to be worn4. For staff working from an office (non- customer facing roles) – numbers 1 and 2 above apply. When staff are sitting at their desks working then we have introduced strict 2m distancing and face coverings do not need to be worn5. All customers should be assessed and if they have a disability or health condition that prohibits the wearing of a mask then they do not need to wear one - this should be discussed, agreed and			
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	<p>5. Windows and doors to be kept open wherever possible to encourage airflow and ventilation – main doors to office left open – windows open in kitchen and both training rooms and doors – selected windows opened in main office area</p> <p>6. Staff to wash work clothing and clean mobile phone daily to reduce contamination risk. Remove shoes prior to entering own home, washing hands on arrival.</p> <p>7. Staff to photograph customer receipts using mobile to prevent touching them – customer to lay out on desk</p> <p>8. Signatures from customers for expenses not taken</p> <p>9. Advisor and admin staff to verify</p>	<p>documented within their care plan.</p> <p>6. Please click here for our easy read guidance on the use of face coverings.</p> <p>7. If any members of staff have a health condition or disability that prohibits the wearing of a mask this should be discussed, agreed and documented with their line-manager and logged with HR.</p> <p>5 - In colder times moderate the number of windows and doors open but ensure airflow.</p> <p>Money not to be used is preferred option – can a transfer be done</p>			<p>✓ 7/08/2020</p> <p>✓ 7/08/2020</p> <p>✓ 7/08/2020</p> <p>✓ 7/08/2020</p> <p>✓ 7/08/2020</p>
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		money given – money handled by admin staff only – clean down cash box before and after use, clean down coins before passing to customer. Staff to wash hands before and after		monthly by bacs or some other solution found			
Mental Health Issues/Stress Risk to: All persons		<ol style="list-style-type: none"> 1. Management will promote mental health & wellbeing awareness to staff during the Coronavirus outbreak and will offer support 2. Good comms to staff teams (see above) 3. Staff are to be more vigilant with regards to violence and aggression both from customers and from one another due to potential increased sensitivity and anxiety – good communication and support should minimise the occurrences 					<p>✓7/08/2020</p> <p>✓7/08/2020</p> <p>✓7/08/2020</p>
Food and drink handling, preparation		<ol style="list-style-type: none"> 1. Wash hands thoroughly and regularly. Use soap and water for at least 20 seconds. Use alcohol-based hand sanitiser if soap and water is not available. 2. Staff asked to bring pre-prepared meals in suitable sealed containers with own cutlery – clean container before putting in fridge or microwaveable meals only or bread for toaster – no food to left on site. 3. Toaster, microwave – wipe down before and after use, wash hands before and after. 					<p>✓7/08/2020</p> <p>✓7/08/2020</p> <p>✓7/08/2020</p>

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		<ol style="list-style-type: none"> 4. Drinking water is available via the mains tap or water coolers. Staff to clean before and after use 5. If staff are making drinks for themselves, others or customers wash their hands before and after 6. Tables should be cleaned between each use by staff 7. Additional lidded waste facilities as appropriate 8. Suitable hand drying facilities in kitchen area 9. Hot drinks – water boilers – clean down before and after use. 10. All crockery (cups and spoons) to be put in the dishwasher after every use, wash hands before and after 11. Emptying dishwasher - wash hands before and after N/A Peterborough 12. 1 person in kitchen at any 1 time 					<p>✓7/08/2020</p> <p>✓7/08/2020</p> <p>✓7/08/2020</p> <p>✓7/08/2020</p> <p>✓7/08/2020</p> <p>✓7/08/2020</p> <p>✓7/08/2020</p> <p>✓7/08/2020</p>
<p>Use of display Screen Equipment (DSE)</p>		<ol style="list-style-type: none"> 1. Hot desking not applicable as work from home. 2. Use own laptop where possible while on site 3. Wipe down desk, keyboard, mouse, wires, screen, telephone before and after use. 4. All non-customer focused delivery 					<p>✓7/08/2020</p> <p>✓7/08/2020</p> <p>✓7/08/2020</p> <p>✓7/08/2020</p>

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		<p>admin done at home</p> <p>5. All kit to be cleaned down between customer appointments if they have used computers using appropriately provided cleaning products</p>					✓7/08/2020
Legionella		<p>1. Landlord runs the site</p> <p>2. Kitchen water outlets are flushed now and will continue to be flushed when open</p> <p>3. Cleaning and disinfection regime to continue</p>		1. Consider any additional testing prior to opening	Pre open	JB	<p>✓7/08/2020</p> <p>✓7/08/2020</p> <p>✓7/08/2020</p>
Use of desks/tables and chairs		<p>1. Desks marked as to which are in use and not</p> <p>2. Chairs cleaned down with wipes spray after use if plastic, leather etc.</p> <p>3. Desks and tables wiped down before and after each use</p> <p>4. Staff use the same chair each time they are in – no one else to use it</p> <p>5. Chair covers to be put on all customer used fabric chairs which are shared and changed after each use, washing hands before and after.</p>		5 Use of plastic chairs where available		FM/UD	<p>✓7/08/2020</p> <p>✓7/08/2020</p> <p>✓7/08/2020</p> <p>✓7/08/2020</p>
Smoking breaks		1. Staggered as per appointments and sessions while maintaining 2m distancing				UD	✓7/08/2020
Customers not social distancing or with reduced capacity to understand		1. Customers not permitted to attend unless with someone who can ensure this happens e.g. carer				UD	✓7/08/2020

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Multi-tenanted buildings		<ol style="list-style-type: none"> 1. Staff arrive at least 15 minutes before customers – if delayed for any reason call the site manager for advice before entering. 2. Communal mailbox – staff to wash hands before and after use 3. Staff wash hands/sanitize on access to building and on exit 4. Two sets double doors in communal corridors are touch points – wash/sanitise hands on entering and exiting site, do not touch face. 5. No sanitisation points in communal spaces or signage 6. LL has turned off hand dryers in toilets and is providing paper towels 7. LL will complete water testing prior to reopening 8. LL has provided RA for communal spaces in the building 9. LL to be notified on any cases of covid19 by email 		Review daily	ongoing	Manager	✓ 7/08/2020
				Staff to wipe down any communal area touch points they use	ongoing	Mngr	
				1 person at a time in toilet areas at LL request	ongoing	Mngr	
				5 – LL has confirmed that sanitisation points will be provided and signage.	Pre open	FM/UD	✓ 7/08/2020
				7- Completed by LL contractor on 22.7.2020	Pre open	LL	√ 27.7.2020
				8- Site Mngr to update staff as LL risk assessment alters	Ongoing	Mngr	√ 22.7.2020
				9 – Mngr to action , number and email of LL provided	Pre open	FM/Mnr	√ 27.7.2020
Locking and opening procedures		<ol style="list-style-type: none"> 1. Cleaners open and lock out of hours – advise cleaners to wash hands before and after. 2. Cleaners have their own RAMS and materials. 3. Work open and lock themselves – wash hands/sanitise before and after using alarms/keys etc 					✓ 7/08/2020
							✓ 7/08/2020
							✓ 7/08/2020

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		4. Close windows at end of day/open at start of day doors – wash hands before and after.				✓7/08/2020
Fire hazards and evacuation		<ol style="list-style-type: none"> 1. If any rooms are not being used through the day a staff member must check these rooms daily to ensure no fire/fire risk. 2. Fire safety remains as was and evacuation plan remains the same – social distancing is not obligatory for evacuations. 3. If fire assembly point allows for social distancing this should be done as far as practicable. 	3.Consider additional fire safety meeting points	Pre open	JB	✓7/08/2020 ✓7/08/2020 ✓7/08/2020
Insufficient Fire wardens and 1 st aiders numbers in covid19 situation		<ol style="list-style-type: none"> 1. Fire wardens act in normal way and cover usual duties – managers to ensure adequate numbers on site at all times 2. 1st Aiders – based on a needs must scenario 3. If need close contact and cannot advise by 2m distance then use of gloves and mask – i.e. wear PPE, good handwashing 	Possible community based staff are not fire wardens, consider training all staff as fire wardens Consider training all staff to be 1 st aiders First Aiders on duty Requirement for PPE and training on how to use - Consider CCG for training on use of PPE, including donning and doffing via BD contact if required	Prior to open	UD	✓7/08/2020 ✓7/08/2020 ✓7/08/2020
Poor traffic management and carpark protocol		1. Staff to be alert to other staff in vicinity and stay in car until social distancing can be maintained.				✓7/08/2020

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		<ol style="list-style-type: none"> 2. Customers remain in building until staff advise to go. 3. Pedestrian gates are touch points – staff to sanitize before and after use 					<p>✓7/08/2020</p> <p>✓7/08/2020</p>
Not knowing who is on site - breaching numbers		<ol style="list-style-type: none"> 1. Buzzer entry only, booked appointments only 2. Effective sweeping of all areas for fire 					<p>✓7/08/2020</p> <p>✓7/08/2020</p>
Non-compliant site due to previous closure and lockdown		<ol style="list-style-type: none"> 1. Review the previous weekly checks lists and action any points made 2. Ensure all statutory and regulatory testing and inspections are in date 3. Ensure all signage and adequate supplies of cleaning products and PPE and cleaning stations are in place and ready 4. Clean site ready for use 		3.Sites to inform FM of stock levels weekly	ongoing	Manager	<p>✓7/08/2020</p> <p>✓7/08/2020</p> <p>✓7/08/2020</p>
Contamination via goods or equipment or other things coming into the workplace		<ol style="list-style-type: none"> 1. Wash hands after touching any deliveries and after opening any delivery including post 2. Minimising contact during payments and exchange of documentation, for example, by using electronic payment methods and electronically signed and exchanged documents 					<p>✓7/08/2020</p> <p>✓7/08/2020</p>
Inappropriate use of face coverings		<ol style="list-style-type: none"> 1. As per guidance <ol style="list-style-type: none"> a) Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a 					✓7/08/2020

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		<p>face covering on, and after removing it.</p> <p>b) When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands.</p> <p>c) Change your face covering if it becomes damp or if you've touched it.</p> <p>d) Continue to wash your hands regularly.</p> <p>e) Change and wash your face covering daily.</p> <p>f) If the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste.</p> <p>g) Practise social distancing wherever possible.</p>					
Mixing lots of different people		1. Keep customers with same staff				✓7/08/2020	
Dermatitis due to increased handwashing		1. Staff encouraged to check hands daily for signs of dryness or rash etc. Staff encouraged to use cream appropriate for their skin type.		Provision of hand cream to individual staff members – need to check allergies with staff 1 st and get written agreement for the type of cream	Pre open	FM/UD	✓7/08/2020

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Risk Matrix

Severity						Risk Level					
Likelihood	Minor	Major	Critical	Fatal	Multiple Fatalities	Level Control Measures suffice	Reduce risk as soon as possible	Additional control measures must be applied			
Impossible	1	2	3	4	5				Low	Medium	High
Remote	2	4	6	8	10						
Possible	3	6	9	12	15						
Probable	4	8	12	16	20						
Frequent	5	10	15	20	25						

Likelihood

1. Improbable - not likely to be true or to happen
2. Remote - having very little connection with or relationship to
3. Possible - occurring, appearing, or done infrequently and irregularly
4. Probable - likely to happen or be the case
5. Frequent - occurring or done many times at short intervals

Severity

1. Minor - Nips, cuts, skin rash, no lost time
2. Major - Requires Professional First Aid Advise (on site)
3. Critical - Requires Professional Medical Attention, take to Hospital
4. Fatal - Fatal
5. Multiple Fatalities - Multiple Fatalities

Reviews

Review date	Reviewer	New Version No.	Comments
07.08.202-	UD	003	Added guidance and sign off RA

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Employee Statement and Signatures (virtual signatures will be obtained)

This risk assessment has been discussed and explained to me by Papworth Trust. I have had the opportunity to ask questions. I am in agreement with this risk assessment and will work within its guidelines.

Print Name	Signature	Date
Una Davis		
Justin Boughey		