

FUNCTION: KARBON HOMES – Supported Housing	ACTIVITY / TRADE: Various community visits
RA Re; COV19/KH/SH/SUP/VISITS V04	DATE; 11/01/2021
TASK: Covid 19 – Support Visits – Supported Housing	Revision 4 Creator: S Dawson, Jennifer Scott

KEYNOTE: Social distancing applies to all parts of a business, not just the place where people spend most of their time, but also entrances and exits, break rooms, canteens and similar settings. These are often the most challenging areas to maintain social distancing.

HAZARD	Who could be harmed		RISK	Initial Risk Rating (S x L)			CURRENT CONTROLS	WHAT MORE NEEDS TO BE DONE?	Residual Risk (S x L)		
	Employee	Public		Severity	Likelihood	Total			Severity	Likelihood	Total

New Variant Covid-19 (Dec 2020 onwards)	Y	Y	The new variant is not thought to be any more threatening to health but is known to be more transmissible	5	5	25	<p>Key controls, Hands – Face – Space – Ventilate.</p> <p>The latest gov.uk guidance allows for work in other people's homes.</p> <p>Work scheduling will ask tenants if they or anyone else in the household have a diagnosis or symptoms of the virus or have been instructed to self-isolate by NHS test and trace. If the answer is yes to any of these questions, then the job should be deferred until it is safer to attend.</p> <p>Any Karbon employee showing symptoms of COVID-19 shall not attend work, should obtain an NHS test and follow NHS instructions</p> <p>When attending an appointment and before entering the property, the Karbon employee shall repeat the Covid questions to confirm that the previous answers are still valid.</p> <p>Wash / Sanitise hands on arrival and departure and each time you exit and enter the home.</p> <p>Wear a face covering when in doors and when near others and request that anyone in the same room also wears a face covering.</p> <p>Social distancing must be always maintained, request tenants isolate in another room or outside whilst you work.</p> <p>Maintaining good ventilation for example open windows and doors to encourage air flow / change.</p> <p>Leaving doors open also helps reduce the number of surfaces touched.</p>	<p>Where vulnerable or flagged tenants are an additional risk it may be beneficial to involve Housing Officers in the planning and organisation of the work.</p> <p>Any sustained or intentional breach of the agreed social distancing rules could result in the job being abandoned / suspended.</p> <p>If work needs to be stopped -immediately notify the Operations Manager and record decisions.</p>	5	2	10
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<p>Covid 19 Appointments in community / outdoor spaces.</p> <p>Reduce Transmission due to face to face meetings to maintain social distancing / signing of documents of support system</p>	Y	Y	<p>A highly contagious biohazard, that has the potential to cause severe health conditions and fatalities.</p> <p>Catching the virus and becoming ill</p> <p>Spreading the virus to colleagues, family and or wider community</p>	5	3	15	<p>Any employee showing symptoms of COVID-19 do not attend work and isolate for a minimum of 10 days.</p> <p>Follow government guidelines on any service users which are Shielding</p> <p>Social distancing must be followed at all times.</p> <p>Staff member should travel to and from appointment alone in your own car or on public transport.</p> <p>Hygiene requirements to be followed in advance of visit and at end of visit. (Hand sanitiser to be provided to all staff members to aid this).</p> <p>Contact with all parties prior either by telephone prior to appointment or at front door if no access to telephone to ensure no one is isolating or experiencing any symptoms.</p> <p>If so, no appointment will be carried out and support session will be delivered over the telephone/WhatsApp.</p> <p>Customer to be advised to follow hygiene protocols (washing/ sanitising hands, using tissues for sneezing/ coughing).</p> <p>Prior discussion with customer to make them aware of social distancing requirements.</p> <p>Where possible, staff and service user should agree to meet in an accessible and community outdoor space. If not possible then staff would meet service user at the front door of the property if the visit is taking place in the community. If the visit cannot take place in the community and is required to be in the services users' home staff to follow SSOW guidance regarding social distancing, hand sanitisation etc.</p> <p>To avoid transmission during appointment any signatures that are needed for service users on CDP support system to comply with contract must follow: -</p> <p>Ask service user to wash hands Supply service user with hand sanitiser from your supply Hand Dell pen to Service User to sign</p>		5	1	5
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						<p>Supply service user hand sanitiser from your supply Staff to use hand sanitiser and wipe down pen with wipes to sign on system</p> <p>Safe and Well procedure to be following at all times.</p> <p>If used as per PPE matrix, gloves and masks are removed carefully after viewing and bagged in the boot of the car refer to the SSOW</p>				
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<p>Covid 19 Supporting Customers to shops appointments and reviews. Maintaining social distancing</p>	<p>Y</p>	<p>Y</p>	<p>A highly contagious biohazard, that has the potential to cause severe health conditions and fatalities.</p> <p>Catching the virus and becoming ill.</p> <p>Spreading the virus to colleagues, family and or wider community</p>	<p>5</p>	<p>4</p>	<p>2 0</p>	<p>Any employee showing symptoms of COVID-19 do not attend work and isolate for a minimum of 10 days.</p> <p>Follow government guidelines on any service users which are Shielding</p> <p>Social distancing must be followed at all times.</p> <p>Staff member should travel to and from appointment alone in your own car or on public transport. See below for use of taxis.</p> <p>Hygiene requirements to be followed in advance of visit and at end of visit. (Hand sanitiser to be provided to all staff members to aid this). PPE in line with matrix</p> <p>Contact with all parties prior to appointment either by telephone or at front door (if no access to telephone) to ensure no one is isolating or experiencing any symptoms.</p> <p>If so, no appointment will be carried out and support session will be delivered over the telephone/WhatsApp.</p> <p>Customer to be advised to follow hygiene protocols (washing/ sanitising hands, using tissues for sneezing/ coughing).</p> <p>Prior discussion with customer to make them aware of social distancing requirements.</p> <p>Where possible for shopping support service user to do shopping list over the telephone prior to support visit.</p> <p>Prior arrangements made to meet service users at their homes and walk to shops / appointment where possible.</p> <p>Where possible for shopping /appointment, service users going into shop alone and staff wait outside to support back to their home.</p> <p>If you support your service user with shopping, ensure the service user is pushing the trolley and following</p>		<p>5</p>	<p>1</p>	<p>5</p>
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						any shops' individual process for cleaning down trolleys/baskets and hand sanitising before entering the shops If service users need staff to be present, then social distancing and shops/appointment procedures put in place by other organisations must be followed.					
Covid 19 Travel in Taxis to/from essential appointments	Y	Y	A highly contagious biohazard, that has the potential to cause severe health conditions and fatalities.	5	4	20	<p>Any employee showing symptoms of COVID-19 do not attend work and isolate for a minimum of 10 days</p> <p>Customer to be advised to follow hygiene protocols (washing/ sanitising hands, using tissues for sneezing/ coughing).</p> <p>Care plan/support plan needs updating regarding requirements of travel during Covid-19.</p> <p>Prior discussion with customer to make them aware of social distancing requirements and advised that wearing of face covering is mandatory. If service user refuses to wear a face covering, then staff are unable to share a taxi.</p> <p>Where possible a six-seater taxi should be requested, and staff / service user should then not sit together in a six-seater taxi. If this is not possible then they should both sit in the back seats and keep conversation to a minimum while in the taxi. Staff and service user should not sit face to face during the journey.</p> <p>Use of taxis - Only essential travel to appointments at this time.</p> <p>Mandatory wearing of face covering while in the taxi at all times and should only be removed once outside the taxi.</p> <p>Hand sanitiser to be used once seated in the taxi and also when out of the taxi at the destination.</p>		5	1	5

<p>Covid 19 External review meetings/referrals Maintaining social distancing</p>	<p>Y</p>	<p>Y</p>	<p>A highly contagious biohazard, that has the potential to cause severe health conditions and fatalities.</p> <p>Catching the virus and becoming ill</p> <p>Spreading the virus to colleagues, family and or wider community</p>	<p>5</p>	<p>4</p>	<p>20</p>	<p>Use of remote working tools – teams, Skype, Whats App where possible.</p> <p>Guidance states if necessary, participants should attend meetings then social distancing must be maintained throughout.</p> <p>Supplies of Hand Sanitiser supplied, Other PPE equipment including wipes and gloves are issued and used in line with PPE matrix.</p> <p>Do not share any tools – pens etc</p> <p>Hold meeting in outdoor spaces or well-ventilated rooms. Staff to ensure organiser of meeting is aware to ventilate the room prior to meeting and to leave all internal doors open to minimise contact with door handles (where possible)</p> <p>Follow guidance of the meeting organiser if meeting held in external offices. Face coverings are required in all indoor situations ‘where people may come into contact with others they don’t usually meet’</p>		<p>5</p>	<p>1</p>	<p>5</p>
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<p>Visits to service users' homes</p>	<p>Y</p>	<p>Y</p>	<p>A highly contagious biohazard, that has the potential to cause severe health conditions and fatalities.</p> <p>Catching the virus and becoming ill</p> <p>Spreading the virus to colleagues, family and or wider community</p>			<p>Any employee showing symptoms of COVID-19 do not attend work and isolate for a minimum of 10 days.</p> <p>Staff member should travel to and from appointment alone in your own car or on public transport.</p> <p>Hygiene requirements to be followed in advance of visit and at end of visit. (Hand sanitiser to be provided to all staff members to aid this).</p> <p>Contact with all parties prior either by telephone prior to appointment or at front door if no access to telephone to ensure no one is isolating or experiencing any symptoms.</p> <p>If so, no appointment will be carried out and support session will be delivered over the telephone/WhatsApp.</p> <p>Customer to be advised to follow hygiene protocols (washing/ sanitising hands, using tissues for sneezing/ coughing).</p> <p>Prior discussion with customer to make them aware of social distancing requirements.</p> <p>Social distancing to be followed.</p> <p>Face coverings are required in all indoor situations <i>"where people may come into contact with others they don't usually meet"</i></p> <p>If face covering is removed by service user then the member of staff should discuss this and arrange to leave the property and advise that this visit and future visits can only be carried out following the face covering guidelines.</p> <p>This process needs to be carried out when it is not possible for the support session to be delivered in the community.</p> <p>Use the largest room to carry out any necessary face to face contact open windows where possible to allow ventilation. Ask service user to leave all internal doors open to minimise contact with door handles.</p>				
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						<p>Do not consume food and drink that does not belong to you whilst in the property.</p> <p>In line with agreed support time it may be necessary to have more visits each week but for a shorter period of time, discussion should take place with your team leader to agree this.</p> <p>Safe and Well procedure to be followed at all times.</p>				
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<p>Covid 19 Multiple occupancy shared houses with several service users living there communal living spaces.</p>	<p>Y</p>	<p>Y</p>	<p>A highly contagious biohazard, that has the potential to cause severe health conditions and fatalities.</p> <p>Catching the virus and becoming ill</p> <p>Spreading the virus to colleagues, family and or wider community</p>	<p>5</p>	<p>4</p>	<p>20</p>	<p>Any employee showing symptoms of COVID-19 do not attend work and isolate for a minimum of 10 days.</p> <p>Follow government guidelines on any service users which are Shielding</p> <p>Social distancing must be followed at all times.</p> <p>Staff member should travel to and from appointment alone in your own car or on public transport.</p> <p>Hygiene requirements to be followed in advance of visit and at end of visit. (Hand sanitiser to be provided to all staff members to aid this). PPE in line with matrix</p> <p>Contact with all parties prior either by telephone prior to appointment or at front door if no access to telephone to ensure no one is isolating or experiencing any symptoms.</p> <p>If so, no appointment will be carried out and support session will be delivered over the telephone/WhatsApp.</p> <p>Customer to be advised to follow hygiene protocols (washing/ sanitising hands, using tissues for sneezing/ coughing).</p> <p>Where possible washing your hand more often than usual for 20 seconds using soap and hot water, particularly after coughing sneezing and blowing your nose. If handwashing facilities are not accessible, you should use hand sanitiser.</p> <p>Properties/buildings with communal living spaces masks to be worn. Social distancing not possible retreat to a larger area to maintain this.</p> <p>Face coverings are required in all indoor situations 'where people may come into contact with others they don't usually meet'</p>		<p>5</p>	<p>1</p>	<p>5</p>
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<p>Covid-19 Hygiene Keep good hygiene throughout the day and between appointments</p>		<p>A highly contagious biohazard, that has the potential to cause severe health conditions and fatalities.</p> <p>Catching the virus and becoming ill</p> <p>Spreading the virus to colleagues, family and or wider community</p>	5	4	20	<p>Any employee showing symptoms of COVID-19 do not attend work and isolate for a minimum of 10 days.</p> <p>Social distancing must be followed at all times</p> <p>Where possible washing your hands more often than usual for 20 seconds using soap and hot water, particularly after coughing sneezing and blowing your nose. If handwashing facilities are not accessible, you should carry hand sanitiser.</p> <p>Supplies of Hand Sanitiser, wipes and Gloves are issued and used in line with PPE matrix.</p> <p>Reducing the spread of germs when coughing or sneezing by cover your mouth and nose with a tissue or your sleeve, not your hands. Throw the tissue in the bin immediately, then wash your hands. Avoid touching your face.</p> <p>Cleaning regularly touched items and surfaces using your own cleaning products to reduce the risk passing infection on to other people.</p>		5	1	5
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Managers Risk Assessment Checklist

No	Action	Check frequency	Manager name	Manager signed
1	Are hand washing / sanitising facilities available?	Once		
2	Does the layout allow social distancing?	Once		
3	Does the work allow social distancing?	Once		
4	Is a new site induction required? (I.e. when different people go into the site or property)	Once		
5	Are SSOW in place for Medium to High risk activities?	Once		
6	Are contractors RAMS suitable and sufficient?	As required		
7	Have all individuals received, read, understood and confirmed their acceptance of the RA and any associated SSOW?	Once		
8	Have Trade Unions received and confirmed their acceptance of the RA and any associated SSOW?	Once		To be confirmed by H&S Mgr.
9	Is PPE required (ppe matrix)? Gloves, Coverall, Apron, Face covering Filtering respirator. Face shield / eye protection.	Once		
10	Any other equipment required? E.g. Additional Pens	Once		
10	Has any additional training and or instruction related to PPE been provided and recorded?	Once		
11	Has any additional training and or instruction related to new process been provided and recorded?	Once		

12	Have we responded to concerns raised by colleagues?	As required	
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Risk Ratings

The risk rating is calculated as the product (multiplication) of the likelihood and severity of harm. The numbers for likelihood and severity are defined in the following table:

Number	Likelihood	Severity
1	remote	delay only
2	unlikely	minor injury
3	may occur	lost time injury
4	likely	major injury
5	very likely	fatality

		5 fatality	4 major injury	3 lost time injury	2 minor injury	1 delay only
5	very likely	25	20	15	10	5
4	likely	20	16	12	8	4
3	may occur	15	12	9	6	3
2	unlikely	10	8	6	4	2
1	remote	5	4	3	2	1

The calculated risk rating gives you a number with which to decide upon the outcome.

Activities with an outcome of 1-4 are considered **low** risk because controls are good (shown in green) and may be carried out using current good practice. Outcomes of 5 -14 are considered **medium** risk (shown in yellow) and may be carried out using specific identified control measures outlined in this document. Outcomes of 15+ are considered **high** risk (shown in red) and may only be carried out by trained personnel.

Revision History		
Date	Summary of revision	Revised by
May 2020	Covid-19 Community Visits – supported housing	S Dawson, J Scott
27/08/2020	Updated masks indoors – usage of taxis for client appointments	S Dawson J Scott
14/8/2020	Updated as per feedback from supported housing removing reference to RA for home visits	J Scott S Dawson
11/01/2021	Updated to consider the new variant brought to light Jan 2021	S Dawson

Has the colleague been provided with and completed the Manager's RA Checklist?

Approved by Patricia Carr (Group H&S Manager)



Has the Team read and understood the SSOW?

Date: 11th January 2021