**Hughes Paddison Risk Assessment**

**Business hazards associated with the coronavirus pandemic**

**10 June 2020
Practice Manager**

***Updated 11 January 2021***



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| --- | --- | --- | --- | --- |
| Who might be harmed | Controls required | Additional Measures | By Who | Action by |
| **Infection Prevention, Cleaning and Staff Safety** |
| * Staff
* Clients
* Visitors
* Cleaners
* Contractors
* Delivery drivers
* Clinically extremely vulnerable, or clinically vulnerable people as defined by Government
* Those with underlying health conditions
* Anyone else who physically comes into our premises
 | * Stringent hand washing taking place
* Hand washing guidance
* Drying of hands on disposable paper towels
* Sanitisers in areas where hand washing facilities aren’t readily available
* Tissues available in the workplace
* Avoid workstation sharing
* Staff to regularly clean their workstation
* Ensure that workstations are left paper & clutter free to ensure cleaners have good access
* Regular daily cleaning process in place each evening paying specific attention to all hard and high touch surface areas including kitchen, bathroom, desk tops, door handles and door plates
 | Signage throughout the buildings to remind staff and visitors of the Government public health messages:* NHS - How to Wash Hands
* NHS - COVID-19 Symptoms
* Social Distancing

Additional signage throughout the buildings to remind staff and visitors to:* Use hand sanitiser
* Clean kitchens and toilet areas before and after use
* Use hand sanitiser before operating shared office equipment
* Be aware of contamination risks and how to avoid them in the office space

Where desk sharing is unavoidable then the work area is to be cleaned both before and after use by the staff member using the spaceWhere appropriate reminding staff of best practice and checking to ensure that guidance is adhered to |  All HP Ltd StaffIf supplies run low contact the Office Manager Regular checks to be organised by the Practice/Office Manager | Ongoing |
| **Social Distancing in the office** |
| As above | * Ensure that the number of people in the offices enables compliance with the Government’s distancing rules
* Signage placed around the building as a regular reminder
* Working from home where possible
* Implementing measures to ensure separate entrances and exits to premises
* Placing of screens where required around the premises
* Utilising the safe zones
* Implementing maximum occupancy limits in communal kitchens & toilet areas
* Consider inhouse IT support and training being conducted remotely
 | Staff to be reminded of the importance of social distancing by way of signage and ManagersWhere appropriate reminding staff of best practice and checking to ensure that guidance is adhered to | All HP Ltd StaffRegular checks to be organised by the Practice/Office Manager | Ongoing |
| **Staff Health** |
| Staff | Protective gloves made available on request.Gloves may for example be used by staff collecting\opening post\DX or handling other supplies and the wiping down of surfacesClear guidance to be provided to all staff on the correct procedure if they become unwell with any COVID-19 symptoms, including a new continuous cough, high temperature or change in their sense of taste and smell whilst at workAnyone with symptoms is directed to follow Government/NHS guidelines on self-isolating, reporting and test and trace | * Staff to wear face coverings except at their desks
* Staff to be reminded that the wearing gloves is not a substitute for regular hand washing

Staff to be reminded of the COVID-19 symptoms and protocol if a member of staff becomes unwell while in the office | Supplies of gloves available from Office ManagerAll HP Ltd StaffIssues to be reported to Office/Practice Manager | Ongoing |
| **Vulnerable and Extremely Vulnerable Staff** |
| Some staff may have pre-existing medical conditions which render them more vulnerable to the dangers of coronavirus infection | Those who are classified by Public Health England (“PHE”) as being at greater risk from COVID-19 include people in the vulnerable (moderate risk) and extremely vulnerable (high risk) categories Vulnerable (moderate risk) people include those who:* are 70 or older
* are pregnant
* have a lung condition such as asthma, COPD, emphysema or bronchitis (not severe)
* have heart disease, diabetes, chronic kidney disease or liver disease (such as hepatitis)
* are taking medicine that can affect the immune system (such as low doses of steroids) or
* are very obese

Extremely vulnerable (high risk) people include those who: * have had an organ transplant
* are having chemotherapy for cancer, including immunotherapy
* are having an intense course of radiotherapy for lung cancer
* have a severe lung condition (such as severe asthma or severe COPD)
* are taking medicine that makes them much more likely to get infections (such as high doses of steroids)
* have a serious heart condition and are pregnant

The following PHE advice applies: * Those in the “high risk” (extremely vulnerable) category are subject to special “shielding” arrangements – they are advised to self-isolate and not leave home for any reason for at least 12 weeks
* Those in the “moderate risk” (vulnerable) category are advised to stay at home as much as possible – they can go to work if they cannot work from home
* People in both categories are advised by the Government to be particularly stringent in complying with social distancing requirements Pregnant women are included in the “moderate risk” category as a precaution but are not considered by PHE to be more likely to get seriously ill from COVID-19 There is some evidence that people from ethnic minority backgrounds are hit harder by COVID-19
 | The following safety and staff health arrangements should apply to staff who are classified as vulnerable (moderate risk) or extremely vulnerable (high-risk): * Managers should identify and be aware of staff who fall into vulnerable and extremely vulnerable categories so they can ensure that they are given adequate protection and support to enable them to comply with Government health recommendations
* No member of staff in the extremely vulnerable “high-risk” category should be expected to come to work during the pandemic crisis or during recovery from the lockdown. These staff should be advised to follow Government medical advice and stay at home
* Extremely vulnerable “high-risk” staff will where appropriate and it is possible be offered the facility to work from home
* Staff in the vulnerable “moderate risk” category should be considered on a case by case basis
* Staff in the vulnerable “moderate risk” category who cannot work from home and wish to return to work should be offered additional protection so that they can achieve effective social distancing
* Managers should try to stay in touch with vulnerable or extremely vulnerable staff who are staying at home by phone to ensure they are well and to prevent them from feeling isolated
 | Practice Manager (HR) | Ongoing |
| **Staff Mental Health Issues** |
| Staff | The COVID-19 pandemic (and measures taken by government to control it such as lockdown and social distancing) may have had a significant impact upon the mental health of employeesEmployees may report suffering a negative impact on mental health and overall well-beingThere is a range of difficult circumstances that employees have been exposed to:* Those who are continuing to work and are under increased pressure that may be more vulnerable to stress or other mental health conditions
* Those who are currently working from home and will start to return to the workplace on a phased and adjusted basis in the weeks and months to come
* Those who have been furloughed and who will start to return to the workplace as lockdown eases and workloads increase in the business

Signs to look out for include:* Working long hours / not taking breaks
* Increased sickness absence or lateness
* Mood changes, distraction, indecision, confusion, withdrawal
* Irritability, anger or aggression
* Uncharacteristic performance issues
* Over-reaction to problems or issues
* Disruptive or anti-social behaviour
 | Where signs are identified, managers should have a conversation with the Practice Manager who will take the appropriate actionIn advance of any planned or phased return to work, rather than wait for signs or for employees to express concerns, managers can be proactiveEncourage them to contact their team members to discuss any concerns that they may have or any specific issues pertaining to them (such as health conditions of vulnerable family members)Effective communication plans detailing how the organisation will be approaching the return to work and prioritising the health and safety of employees will also help to allay concerns and fears, supporting mental well-beingFurther suggestions:* Managers should be checking in with their teams, individually, on a regular basis
* Looking for signs
* Managers should take regular opportunities to bring employees together virtually.
* Review workloads to help employees to be as productive as possible. Existing objectives, workloads and deadlines may need to be adjusted
* Promote continuous professional development as appropriate
 | Practice Manager /Managers | Ongoing |
| **Visitors to the Office** |
| All |  Appointments:* Encourage everybody to consider alternatives to face to face meetings
* Staff are responsible to ensure a meeting room is free and is booked before confirming the appointment with client
* Standard paragraph to be provided to clients/visitors when confirming their appointments in an email
* No office stationery in meeting rooms
* No hand shaking
* No refreshments available to visitors
* Designated visitor only toilet facilities
* Meeting rooms have maximum occupancy clearly displayed on door

Deliveries:* Signage on door to indicate that intercom should be used to alert reception
* Reception to give instructions to the delivery person as to entering the building and where to leave the delivery

Contractors* Only emergency and known contractors allowed on site and are to be made aware of our protocols in the same way as visitors
* Social distancing rules to be strictly adhered to as well as washing hands regularly and the use of hand sanitiser
 | Guidance is provided to staff to ensure they understand how to engage with clients and other visitors to the officesThe guidance and protocols are reviewed regularly taking into account changes in Government and NHS guidance | All HP Ltd StaffGuidance and protocols reviewed by Practice Manager | Ongoing |
| **Homeworking** |
| Staff working from home | Home working is covered by Hughes Paddison Home Working Policy which in conjunction with the IT Policy aims to ensure employees have a safe home working environment | All staff working from home are required to read and confirm their understanding of both policies | HP Ltd Staff working from home | Ongoing |
| **High Risk Areas of the office** |
| All | Heavily used areas of the workplace are more likely to present an infection transmission risk – for example toilets, kitchen, common areas etcFollow the guidance for the common areas with no stopping and no entering unless your way through is clearAvoid passing by another person in the common areasLimit movement around the officesUtilise the safe zones which have been configured to adhere to social distancingKitchens will be limited in occupancy therefore to cut waiting times/inconvenience consider:* bringing in own drinks/flask
* bringing in own milk/lunch in a small cool bag to avoid fridge use
* keeping control of your own crockery and cutlery, washing it and keeping it in your office drawer
* avoiding making team drinks
* if shared crockery/cutlery is used in the kitchen, ensure it is washed with hot soapy water after use and dried with paper towel before storing
* washing hands thoroughly after using tea/coffee/sugar caddies and water dispensers

Where more than one cubicle is available within a toilet area, only one cubicle can be used, the other must remain vacant. To prevent a second person entering lock the outside entrance door Clean toilet facilities carefully before/after use and remember to wash hands | Emphasis on additional environmental cleaning, with special attention to be paid to frequently touched surfaces such as door handles, light switches, etc | All HP Ltd Staff | Ongoing |
| **Cases of Possible Infection On-site** |
| All | If a member of staff becomes unwell in the workplace with coronavirus symptoms (a new, continuous cough or a high temperature) they should be sent home and directed to follow Government/NHS guidelines on self-isolating, reporting and test and trace.If staff suspect a visitor has symptoms then the visitor should be asked to leave immediately | The following actions should be taken within the workplace:* The incident reported to the Practice/Office Manager
* Establish where the symptomatic person has been within the premises, who they have been in contact with and for how long
* Instigate appropriate deep cleaning in all of the potentially contaminated areas
* Cleaning staff should wear appropriate PPE and use disposable cleaning equipment
* Waste from cleaning of areas where possible cases have been (including disposable cloths and tissues) should be “double-bagged” and tied off; it should be placed in a secure holding area for 72 hours before being disposed of in general waste
 | All instances to be reported to Office Manager | Ongoing |
| **Cybercrime** |
| All | Heightened awareness required during the COVID-19 pandemic, for computer viruses, phishing and scam emails and coronavirus related “ransomware” | The following safety arrangements should be applied to mitigate cyber risks:* Review cyber security and surveillance infrastructure and ensure that all reasonable protection is in place
* Circulate warnings to staff and managers of any credible cyber threats, especially scam emails and text messages
* Ensure that staff working from home and using remote working systems are covered by cyber-risk protections
* Ensure any homeworking arrangements maintain standards of data protection and IT security
* Ensure that existing cyber-security systems do not interfere with the availability of critical safety information and updates relating to coronavirus
 | All HP Ltd StaffIssues to be reported to Practice/Office Manager | Ongoing |