

# Lindsey Lodge Hospice (LLH) Risk Assessment in relation to the coronavirus pandemic

## Area of Work- Administration and Systems Management

Date – May 2020

### Assumptions (this section may change over time)

Clearly there are many unknowns with regard to the guidance being offered (or not offered) about health and safety, Personal Protection Equipment (PPE) and other matters. This section lists the assumptions made within the current drafts.

- ✓ It is assumed that working will commence in the hospice setting before the current COVID-19 pandemic is considered over.
- ✓ It is assumed that social distancing of 2 metres will be required even
- ✓ It is assumed that frequent handwashing and the use of protective gels will be mandatory
- ✓ It is assumed that the use of personal face masks and protective screens will *not* be mandatory

### Risk areas in relation to the coronavirus pandemic

We would expect all our members of staff to consider risk in their place of work and along with their line manager's responsibility, personally contribute to reducing risks in the workplace. The manager will undertake a risk assessment discussion.

To assist with the discussion, this document sets out areas of risk that relate to administration work and the coronavirus pandemic. Alongside each risk area this document sets out actions that you **and the organisation** can take to mitigate that risk.

The potential mitigations are in three categories and colour coded as follows:

- **Red items are those that we consider mandatory, i.e. legally required or mentioned in government guidance.**
- **Amber items are those that are not legally mandated, but are strongly recommended by Lindsey Lodge as an employer.**
- **Green items are those that we recommend an individual considers in the best interest of your own safety.**

#### Important notes

1. This document is not intended to be legally or technically comprehensive and Lindsey Lodge Hospice cannot be held responsible for any errors or omissions, factual or otherwise, arising from reliance on it.
2. This document is not a substitute for independent professional and/or legal advice.

RISKS	SOLUTIONS TO MANAGE/CONTROL MEASURES
<p><b>Anxiety on returning to the workplace</b></p>	<p>Please discuss your concerns with your line manager or other colleagues you feel able to share your thoughts with.</p> <p>LLH has a bereavement/support/ counselling services and these can be accessed at any point of a return to work. Please discuss referral with your line manager. We will also promote health and wellbeing awareness during this period referencing the government guidance set out in 'the Guidance on mental health and well- being aspects of coronavirus(COVID 19)'</p>
<p><b>Uncertainty on issues that relate to personal wellbeing, pay or annual leave during absence from work</b></p>	<p>LLH have a workforce team that can support or sign post staff to information including where to find support for practical, emotional and financial matters.</p> <p><b>Contact ext. 211</b></p>
	<p>Openly discuss any risks and concerns about social distancing with senior staff.</p>
	<p>Workforce staff and line managers will be accessible for staff who need extra support during first weeks back to work and put appropriate support in place.</p>
<p><b>Things in roles and responsibilities may appear to have changed during staff absence</b></p>	<p>Line managers will support a 1:1 discussion on tasks within the role that have changed. Training will be offered to support new skills or refresher on things staff may have forgotten.</p>
<p><b>Possible virus transmission among people in the workplace</b></p> <p>Further information:  <a href="https://www.gov.uk/guidance/social-distancing-in-the-workplace-during-coronavirus-covid-19-sector-guidance">https://www.gov.uk/guidance/social-distancing-in-the-workplace-during-coronavirus-covid-19-sector-guidance</a></p>	<p>Whilst not currently required by the Government, LLH will allow staff and volunteers to wear masks/face coverings and other PPE if they wish to do so.</p> <p>PPE if you have decided to use them are available immediately to staff and volunteers at various points in the workplace.</p> <p>Staff and volunteers who develop symptoms of coronavirus (a new, continuous cough, loss smell/taste and/or a high temperature) should stay at home for 7 days from onset of symptoms. Line managers will maintain regular contact with staff members during this time - internal communication channels and cascading of messages will be carried out regularly to reassure and support in a fast changing environment.</p>

	<p>If a volunteer or staff member lives in a household where someone else is unwell with symptoms of coronavirus then they must stay at home in line with the Government's guidance.</p> <p>Always keep 2 metres from other people, wherever possible.</p> <p>Regularly wash hands with soap and water as often as possible and for 20 seconds every time.</p> <p>Desk space is 2m apart but if you feel we need to consider plexiglass barriers at a points of regular interaction to further reduce the risk of infection for all parties involved, please discuss this with your line manager.</p> <p>Increasing ventilation where possible (such as opening a window).</p> <p>There are no changing rooms for admin staff as keeping changing rooms closed will help preserve social distancing and ease cleaning.</p> <p>Leave non-essential doors open to minimise the number of people who touch them. This does not apply to fire doors.</p> <p>Reduce the number of staff and volunteers present in office and meeting room spaces at any one time to make social distancing easier. - Where appropriate Zoom or Conference calls to be used instead of face to face meetings. Steps will be taken where appropriate to review work schedules to reduce numbers in an office location at any one time. We will seek to manage occupancy levels to enable social distancing.</p> <p>LLH have considered a division of non- clinical staff and clinical staff into Red and Green teams to reduce the likelihood of contact with clinical staff who may have exposure to Covid 19 positive patients.</p> <p>Red staff will not come up the upper floors as far as possible.</p>
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	<p>Green staff will aim to restrict their work to the upper floor as far as possible.</p> <p>If non clinical staff go into a red area they should use a face mask.</p> <p>Face masks should be destroyed in a clear plastic bag and disposed of in clinical bins at various exit points of the building.</p> <p>Reception and the dining room are green areas and can be used to meet guests or used for rest/break facilities.</p> <p>LLH will provide staff and volunteers with hand sanitiser.</p> <p>Hand sanitiser/ disinfectant wipes etc. can be made available for guest customer use.</p>
<p><b>Working in a shared environment</b></p>	<p>Ensure your desk and computer use is restricted for your use only and clearly marked that you are working there.</p> <p>Consider using disposable pens and other equipment or ensure these are not shared.</p> <p>Where equipment is shared e.g. photocopier, laminator, cellotape, please clean the equipment with surface wipes, available in the workplace.</p> <p>Should PPE, hand gel etc. run out you must seek to immediately replace these stocks are on held in the clinical area and you should telephone the nurse in charge with your immediate requirements and make a plan to collect from an accessible area.</p> <p>Escalate all concerns around safety or PPE to your line manager immediately.</p>
<p><b>Deliveries and collections</b></p>	<p>A mechanism should be in place for post and the collection of parcels you may require or need to receipt.</p> <p>LLH Drivers should always be given hand-sanitiser to be carried and used after each delivery.</p> <p>If possible, goods being delivered or collected should not be physically handed over but left in a place for the other party to pick up from.</p>

<p><b>Virus transmission from surfaces</b></p>	<p>Staff and volunteers to wash hands regularly during the day.</p> <p>Hard surfaces including tables, screens, phones, kitchen worktops, door handles etc. will be cleaned down regularly. The ‘sanitiser’ will be used regularly in shared office environments and team leaders are responsibility of organising this frequency with the Housekeeping team.</p> <p>Staff must take some responsibility for additional cleaning down of their own work space with wipes.</p> <p>LLH will provide staff with disposable cleaning wipes so that the most touched areas in-offices can be frequently cleaned throughout the day and especially those that are shared such as telephones, till systems etc.</p> <p>Staff should stick to their own cups for drinks and ensuring prompt cleaning of cutlery, plates, etc. returning it to the dining room promptly following use.</p> <p>Things purchased in the dining room should be paid for with the use of contactless payment methods as far as possible.</p> <p>Dry hands with paper hand towels not towels where possible.</p> <p>LLH have removed tea towels and reusable towels and other drying cloths that are used by multiple people as far as possible.</p>
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## Extremely Vulnerable (Shielded Group)

Clinically, extremely vulnerable people may include the following people. Disease severity, history or treatment levels will also affect who is in the group. 1. Solid organ transplant recipients.

People who fall in this group should have been contacted to tell them they are clinically extremely vulnerable and should make this known to their team leader before coming back to the workplace. If you may be pregnant you fall into this group and should discuss this with your team leader as known in order we can consider your safety.

We are committed to equality in workplace and wish to ensure the particular needs of different groups or workers or individuals are taken into account. We will make reasonable adjustments to avoid disabled workers being put at a disadvantage and assessing the health and safety risks for new or expectant mothers and will seek to communicate and involve workers whose protected characteristic may expose them to a different degree of risk.

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