

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

Area of Work- Retail shops

Updated – 21 July 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 retail setting before the current COVID-19 pandemic is considered over.
- ✓ It is assumed that social distancing of 2 metres will be required
- ✓ 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 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>Anxiety on returning to the workplace</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.</p>
<p>Uncertainty on issues that relate to personal wellbeing, pay or annual leave during absence from work</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. Contact ext. 211</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>Things in roles and responsibilities may appear to have changed during staff absence</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>Possible virus transmission among people in the workplace</p> <p>Further information: https://www.gov.uk/guidance/social-distancing-in-the-workplace-during-coronavirus-covid-19-sector-guidance</p> <p>https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own</p>	<p>New Government guidance states that from 24 July 2020 it is mandatory to wear face covering in shops and supermarkets unless covered by a valid exemption. It is not compulsory for shop or supermarket staff to wear face coverings, although we recommend their use unless a screen or visor is in use, or when a staff member is not in close proximity to people they do not normally meet.</p> <p>Employers should continue to follow COVID-19 secure guidelines to reduce the proximity and duration of contact between employees.</p> <p>PPE is available immediately to staff and volunteers at various points in the workplace.</p>

A limit to the number of customers allowed into the shop at any one time determined by size of shop.

Staff and volunteers who develop symptoms of coronavirus (a new, continuous cough and/or a high temperature) should stay at home for 7 days from onset of symptoms.

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.

Always keep 2 metres from other people, wherever possible.

Regularly wash hands with soap and water as often as possible and for 20 seconds every time.

Customer numbers will be monitored to ensure safe social distancing, with clear signage to keep 2m apart. A plexiglass sneeze guard will also be at the till point to further reduce the risk of infection for all parties involved.

Increasing ventilation where possible (such as opening a window/door).

Changing rooms will be kept closed to preserve social distancing and ease cleaning.

Walk in donations will be discouraged, but in the event of any being dropped in, staff should wear gloves to move it and a cage will be set aside to quarantine it in preparation for transport to the RDC as soon as possible. Any large donations should be identified to the RDC for prompt collection.

All donations sent to the shops will have been quarantined for a minimum of 48 hours.

All clothing should be fully steamed before placing on the shop floor.

All cash will be handled wearing gloves and placed in a money bag in the safe and quarantined for 72 hours.

Any returns should be quarantined in a secure place and steamed before placing back onto the shop floor for re-sale.

Leave non-essential doors open to minimise the number of people who touch them. This does not apply to fire doors.

Reduce the number of staff and volunteers present in the back office spaces at any one time to make social distancing easier.

Face masks and gloves should be destroyed in a plastic bag for each individual and disposed of each day.

LLH will provide staff and volunteers with hand sanitiser and cleaning wipes.

Hand sanitiser will be made available for customer use.

<p>Working in a shared environment</p>	<p>Consider using disposable pens and other equipment or ensure these are not shared.</p> <p>Where equipment is shared e.g. computer, pricing guns, steamer, 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.</p> <p>Escalate all concerns around safety or PPE to your line manager immediately.</p>
<p>Deliveries and collections</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>Rags will be stored separately as usual and regular rag collections will be maintained.</p>
<p>Virus transmission from surfaces</p>	<p>Staff and volunteers to wash hands regularly during the day.</p> <p>Hard surfaces including counters, tables, screens, phones, kitchen worktops, toilets, kettles, fridges, door handles etc. will be cleaned down regularly.</p> <p>Clothing rails, trolley handles, cages and re-usable delivery crates MUST be sanitised before and after every use, by using sanitiser and disposable paper.</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 can be frequently cleaned throughout the day and especially those that are shared such as telephones, till systems etc.</p>

	<p>LLH staff also have a petty cash float to purchase the necessary cleaning materials to ensure regular cleaning.</p> <p>LLH will provide a hand-held steamer to regularly steam difficult to clean surfaces such as coat hangers et.</p> <p>Staff should stick to their own cups for drinks and ensuring prompt cleaning of cutlery, plates, etc.</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.

Checklist

Management – ownership and responsibility

- Make sure staff know what the procedures and supervise them.
- Implement start-up checks and closing checks to include checking if there's enough soap, hand drying and hand sanitiser and plenty in stock. Check you have enough gloves, masks and order before stocks are low. Check floor tape (where used) is in place and not damaged.
- Implement a cleaning schedule to include the disinfection of all external and internal hand-contact surfaces such till, counter, telephones, clothing rails, trolleys, cages, door handles and toilet door and push plates on doors, toilet area, wash hand basin, taps and dispensers (soap and paper towels), lap tops, keyboards and printers.

- The start-up checks, closing checks and cleaning schedules must be dated and signed. Check they have been done correctly.

Checklist

Personal hygiene and hand washing (assume hands are contaminated)	✓
Are hand washing facilities accessible?	
Are liquid soap and paper towels / blue roll at wash hand basin in staff toilet compartments?	
Are toilet areas and wash basins clean and ready to use?	
Are all hand sanitisers fully stocked?	
Have all internal doors been wedged safely (excluding fire doors open so staff do not need to touch them?	
Does the cleaning schedule include the 3 times daily disinfection of the counter, clothing rails, trolleys, cages, door handles and toilet door and push plates on doors, toilet area, wash hand basin, taps and dispensers (soap and paper towels), lap tops, keyboards and printers.	
Is PPE being correctly and safely discarded?	
Management	
Has the cleaning schedule been followed, signed and dated?	
Have the start-up and closing checks been completed? Has this been signed and dated?	
Record any concerns and action taken	