


Nayland Care Agency Ltd

Unit 1 Manor Farm Business Centre, Manor Lane, Stutton, Suffolk, IP9 2TD

Current Risk Level

 Risk is Medium

Risk Category: All service users, Contractors, Staff, Visitors

Completed by: CC Chelsey Cookson

Completed on: 29 Dec'20

Review due: 29 Mar'21

Actions	Required control measures	The hazards
NA	NA	NA

1 Hazard

COVID-19 is spreading.

Additional Note:

Staff must remain vigilant, particularly in areas where infection rates are high or increasing rapidly

Control measures	Notes	In place
Advise those affected or who have had contact with those affected to stay away from the service until they are at least 10 days clear of any COVID-19 symptoms (cough, fever, shortness of breath).	Under no circumstances should anyone breach these rules in these circumstances	in place
Ensure that all people entering the main office and customer's own homes, where required, wash their hands for 20 seconds as per guidance.	Handwashing facilities are available for visitors to use	in place
Ensure that people sneeze and cough into tissues and dispose of tissues immediately and then wash their hands.	This is widely known as an effective method to prevent cross infection	in place
Do not shake hands on greeting visitors to the service. Ask all visitors to wash	Not shaking hands prevents indirect contact between two people	in place




Risk Assessment for All service users, Contractors, Staff, Visitors Covid-19- Keeping Safe

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their hands and use hand sanitiser on arrival.

Ensure that all individuals and families are supported to create/update their Care Plan.

Ensure any future wishes and preferences are recorded in the persons care plan appropriately. ACP only needs to be in place for those receiving end of life/palliative care.

in place

Routine PCR testing to be carried out for all frontline staff and managers


Staff must ensure they use their tests correctly and only for themselves. If other members of their household develop symptoms they must contact 119 to obtain a test.

in place

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2 Hazard

Shortage of Personal Protective Equipment (PPE)

Additional Note:


PPE is freely accessible via the NHS portal until March 2021

Control measures	Notes	In place
Nayland Care is registered with the Clipper service whereby we can access free PPE from the NHS until March 2021 to ensure that we have sufficient PPE to meet the demands on the service. PPE must be ordered on a weekly basis and distributed to all teams. Care staff must give at least 48 hours if they are running low on PPE and cannot get to the office to collect some.	There are currently no shortages of PPE.	in place

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3 Hazard

Management of bodily fluid waste in people's own homes who are symptomatic or tested positive for Covid 19

Additional Note:

Keep up to date with guidance from PHE

Control measures

Notes

In place

To use a fresh waste liner each day and date label each one. Leave it in the house for 72 hours before disposing of it to ensure that the virus can not be transmitted via waste disposal

People we support may need to be aware of the need to keep waste bags available

in place

4 Hazard

Staff movement between locations

Additional Note:

Staff are incentivised by the use of the ICP fund to cover the rota in own area where there are shortages due to isolation.

Control measures

Notes

In place

Staff rotas are managed to ensure that each location has allocated staff and there is limited movement of staff between locations.

Rota's are generally well staffed by competent, reliable care teams who will agree to work extra shifts to cover isolating staff members.

in place

Maintaining the recruitment pipeline at the service to ensure that staffing levels are in place to allow no movement between locations.


Ensuring active, safe recruitment ensures safe staffing levels and lessens any pressure on staff to ensure full rota coverage.

in place

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5 Hazard

Staff wellbeing and mental health being adversely impacted by Covid-19

Additional Note:

Ensure staff know how to contact Zest EAP if required

Control measures

Notes

In place

Staff to receive regular telephone welfare checks from a team leader or manager. Staff will be asked how they are coping, if they have any concerns and if there is anything Nayland Care could be doing to offer additional support. If staff members show signs of stress due to Covid-19 they can talk this through with a manager and any reasonable adjustments made. Managers can also signpost the staff member to various methods of support. Nayland Care operates an impartial employee assistance programme which is a confidential support service available to employees who experience difficulties with their mental health. Care staff are also encouraged to download the 'CARE' app on their smartphones as their is access to both peer support and professional support via the app. If deemed necessary a staff member may be encouraged to discuss their concerns with their GP.


Ensure all managers are aware of various support mechanisms so that this can be cascaded to staff.

in place

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6 Hazard

Shortage of liquid soap or inappropriate hand washing facilities

Additional Note:


Team Leaders can assist in communications with people we support in relation to keeping supplies of handwashing materials.

Control measures	Notes	In place
<p>People we support and their families have been asked wherever possible to ensure a ready supply of liquid hand soap and paper towels to be available for the care staff to wash their hands. In circumstances when this is not available staff should ensure they use hand sanitiser and wash their hands at the earliest possible opportunity. Nayland Care has a good supply of hand sanitiser available for staff and forms part of the PPE run. All staff have been supplied with a refillable bottle which can be clipped onto car keys or uniform so it is readily available.</p>	<p>All staff must carry hand gel to ensure that hands can be disinfected in a situation where handwashing facilities are not appropriate</p>	<div style="background-color: #e0ffe0; padding: 5px; display: inline-block;">in place</div>

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7 Hazard

Individuals may die from COVID-19

Additional Note:


People we support who become very unwell are usually admitted to hospital unless there is an advanced decision in place to remain at home.

Control measures	Notes	In place
Support individuals and families to create an Advance Care Plan.	Team leaders will oversee this when applicable	in place
Educating individuals, relatives and staff as to the importance of Advance Care Plans.	Advance care plans are to be used for palliative or end of life situations.	in place
Ensure that all staff know what each individuals Advance Care Plan states and that staff take all necessary steps to support the individuals wishes	Ensure all care staff know how to access customer information within Access application	in place

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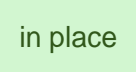
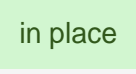
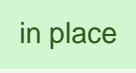
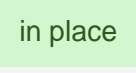
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8 Hazard

COVID-19 may infect those in our care

Additional Note:


Most of the people we support are in the vulnerable or extremely vulnerable group. If they contracted Covid-19 the impact could be severe

Control measures	Notes	In place
Reduce the risk of COVID-19 by promoting handwashing, the use of tissues when coughing/sneezing (or crook of elbow) and the immediate disposal of used tissues.	This must be promoted at all times	
Limit unnecessary visitors to the service. Consider the use of technology such as ZOOM or Microsoft Teams to facilitate staff meetings, one to one meetings or meetings with other stakeholders.	Significantly reducing social contact reduces the risk of spreading the virus. Technology can be utilised to facilitate meetings	
Office to be occupied by a maximum of two managers at any one time. All desks are socially distanced and spaced over 2m away from each other.	This measure will prevent key people from transmitting the virus to each other and being unwell at the same time which could adversely impact the running of the service	
Ensure people we support are aware of the risks to themselves and to the care staff in relation to having visitors to their own homes	Communicate messages related to this via newsletters and telephone welfare checks.	

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Communicate regularly with care staff to ensure that they are following relevant guidance in relation to social contact and tier level restrictions

Staff must be aware of their social responsibility to follow the government guidelines in the interests of keeping people safe. Staff who are in breach of guidelines may face severe consequences if a breach is discovered due to the wider impact that this could have on people who use our service. Staff will receive timely updates to changes in guidance.

in place

9 Hazard

People we support experiencing loneliness through isolation

Additional Note:

Ensure staff are aware of the various support services and how to signpost people we support to them

Control measures

Notes

In place

Staff to monitor the wellbeing of people we support and raise concerns to their manager


Staff in general are very good at raising concerns about customer welfare however may need reminding of the added anxieties that the pandemic can cause and offer reassurance where needed.

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10 Hazard

Transmission of Covid-19 due to working in close proximity to others (i.e moving around the building)

Additional Note:

Managers to lead by example and work safely at times

Control measures

Notes

In place

Office staff to wear a facemask when moving around the office or away from their desk. Office staff to regularly wash their hands and use hand gels. Office staff not to share stationary, Office staff must clean and disinfect their desk area at least at the end of each day and whenever they leave their area to take a break. Staff working in the office must maintain a distance of 2 meters at all times. The office area provides adequate space for this to be achieved. If office staff need to see each others screens use Microsoft Teams and screen sharing mode as an alternative to looking over the shoulder of a colleague. Staff to wash their hands before using the kitchen area. Hot desking is not permitted, each manager should use their own workstation only. Guests that need to use a computer must use the spare desk in the small office. No more than one person is permitted to be in the small office at any one time. Use ventilation wherever possible. Ensure hand sanitiser is available throughout the office area,


Managers to lead by example and ensure safe systems of work are followed.

in place

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particularlry near the kitchen, bathroom and TV computer. All deliveries and entry to the building to be via training room door so that social distancing can be maintained. The double doors in the main office should be kept locked at all times.

11 Hazard

Misinformation on social media

Additional Note:

Ensure staff and customers know where and how to access up to date and correct guidance. Regular newsletters are issued to assist with this.

Control measures

Notes

In place

Keep abreast of reliable information on the www.gov.uk site and from Public Health bodies.

Ensure our social media is up to date with correct and current guidance

in place

Maintain effective communication with the whole staff team.

Effective communication is a vital tool in managing a crisis. When people are communicated with they feel actively involved in the important work each person does to keep everyone as safe as possible.

in place

Make people aware that as knowledge of COVID-19 increases, guidance may change.


Changes in guidance are to be communicated to all staff and customers

in place

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12 Hazard

COVID-19 will affect a significant number of staff

Additional Note:


Business Continuity Plan to be kept up to date and RAG assessments reviewed periodically to ensure smooth running of the service

Control measures	Notes	In place
<p>Ensure that staff use appropriate PPE in accordance with PHE guidance. Staff must turn bluetooth off of their app while they are at work AND in full PPE.If health and social care staff are providing direct care to a person with COVID-19 and are wearing the correct PPE in accordance with the current IPC guidance, they will not be considered as a contact for the purposes of contact tracing and isolation. They will also not be required to self-isolate for 10 days (organisations have agreed the standards for PPE specification, fit testing and regimes of use for clinical and care activities).</p> <p>It is important to note that the effectiveness of the use of face masks, face coverings, or other PPE for prevention of transmission or acquisition of coronavirus infection cannot be guaranteed in settings other than the provision of direct care with patients or residents. Therefore, the use of PPE in other settings, such as a staff room or canteen, will not necessarily</p>	<p>If there has been a PPE breach and a care worker tests positive it is important that staff are open and honest about this in the interests of everyone's safety. We will need to know if there have been any breaches to know whether close contacts need to be isolated.</p>	<p>in place</p>

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exclude an individual from being considered a close contact. In addition, if health and social care staff have been in contact with a COVID-19 case and are not following appropriate IPC, including wearing correct PPE, they will be considered as a contact for the purposes of contact tracing and isolation

Seek support from relatives of individuals and volunteers to support individuals.

It may be necessary to involve relevant people if the service becomes heavily disrupted due to Covid-19

in place

Staff to wear type IIR facemasks if travelling in the car together to undertake double assist duties


Strict adherence to this will prevent transmission to staff who need to be within close proximity to each other.

in place

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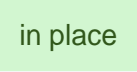
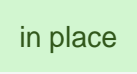
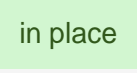
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13 Hazard

Staff with pre-existing conditions will be at risk of significant ill health if exposed to the virus

Additional Note:


Staff who are identified as extremely vulnerable are expected to stay at home in tier 4 areas

Control measures	Notes	In place
In a tier 4 area staff who are identified as clinically vulnerable to Covid-19 are advised to stay at home and obtain a fit note from their GP. Other members of staff with pre existing health conditions are risk assessed on an individual basis.	All staff impacted by this are currently following advice to stay at home	
Protect those at significant risk from exposure to the virus.	Identify staff and people we support who are vulnerable and put measures in place to protect them from exposure.	
Seek medical advice as necessary.	Staff should seek prompt medical advice if they have concerns about their health.	

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14 Hazard

Staff shortages due to isolation and infection rates increasing

Additional Note:

Business Continuity Plan to be kept up to date. RAG assessments reviewed periodically

Control measures

Notes

In place

Refer all people concerned to NHS 119. All customers to have a RAG assessment on file in the event that the care delivery is adversely effected by staff shortages. Ensure local authority and CCG have copies of RAG assessments, ensure customers who have capacity know their RAG rating and what this means so that they can prepare accordingly. Complete wellbeing forms via ACS if any person we support is likely to have their care delivery impacted by Covid-19. To ensure staff feel able and confident to isolate, the ICP fund can be used to pay full wages in the event that a staff member tests positive for Covid19 contracted through work activities.

Staff shortages can have a profound impact on the smooth running of the service. These measures should ensure as far as reasonably practicable that each area remains covered by the regular care team.

in place