

# COVID-19 Environmental Risk Assessment – Accommodation Services



Service Name		Service Type			Completed By			
Description of the task/activity					Time the task/activity usually takes place			
<p>This supplementary risk assessment is to support colleagues working in or due to visit accommodation services and sits alongside all existing risk assessments designed to manage the exposure risks associated with COVID-19</p> <p>In line with Government advice, colleagues must stay alert and dynamically risk assess their working environment, taking immediate action to stay safe as needed</p>					<p><i>Insert service operational hours</i></p>			
People involved in the task/activity					Where the task/activity takes place			
Colleagues					In all Home Group accommodation services (CQC, Supported, Leasehold, General Needs etc.)			
Hazard	Possible consequences	L (1-5)	S (1-5)	Risk level	Risk control measures	L (1-5)	S (1-5)	Revised risk level
Colleagues bringing COVID-19 into their designated place of work	COVID-19 exposure	4	5	20	<p>All colleagues who themselves or have other family members in the "at risk" category must notify their line manager and not attend their place of work.</p> <p>Where colleagues can provide support via the telephone / internet from an off-site location, this must be the preferred working option.</p> <p>If a colleague becomes ill or displays COVID-19 symptoms they must self-isolate and notify their line manager so that appropriate action can be taken</p> <p>If a colleague becomes aware of a person within their household who has a confirmed COVID-19 infection or suspected COVID-19 infection, then they must self-isolate in line with current Government guidance</p>	3	5	15

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					<p>Where possible colleagues are to provide support services behind a physical barrier or screen, such as keeping the glass window closed in the office area while taking with / supporting customers</p> <p>If it is not possible to work behind a physical barrier then a 2-meter area is to be marked in the office area to provide social distancing where possible</p> <p>All colleagues must complete the COVID-19 on-line training and practise good hand hygiene</p> <p>All colleagues must adhere to PPE guidance relevant to the individual tasks they are undertaking</p> <p>Cleaning regimes must be reviewed to ensure all potential touch points are regularly sanitised</p> <p>When moving about the communal areas of the building social distancing must still be followed</p> <p>If a colleague unintentionally exposes themselves to a customer who has a confirmed COVID-19 diagnosis they must inform their manager immediately so that appropriate action can be taken</p>			
Colleagues visiting the service from another team, location for any reason and bringing COVID-19 into service	COVID-19 exposure	4	5	20	<p>Colleagues must follow all the control measures listed above relating to colleagues who work at the service</p> <p>Visits to staffed accommodation services by colleagues who don't usually work there can only be made if essential and approved by their Head of Dept.</p> <p>Before a visit to a staffed accommodation service, the visiting colleague must contact the local Manager requesting a copy of the COVID-19 risk assessment and any associated site rules, these must be read, always understood and then adhered to</p> <p>Visiting colleagues must arrive equipped with relevant</p>	3	5	15

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					<p>PPE and wear this as expected for the duration of the visit</p> <p>Hands must be washed / sanitised before entering site and upon leaving. There may well be additional times this is required during the visit</p> <p>Contact with any surface must be avoided</p> <p>Visits to HG location (where necessary) should be kept to a minimum duration to avoid contact with other people. If these durations are kept 'short' this will alleviate the potential requirement for comfort breaks and tea / coffee breaks where the distancing and contact with surfaces will be harder to manage</p> <p>Any queries in relation to COVID-19 safety measures must be directed to the local Manager and to your direct line Manager so these can be investigated and addressed</p>			
Contractors bringing COVID-19 into service	COVID-19 exposure	4	5	20	<p>Contractors to be informed ahead of their visit of the risks within the service, what PPE their operatives are required to wear and any change to the main access point</p> <p>Contractors induction to be amended to include explanation of social distancing, modified routes, hygiene, prohibited areas etc.</p> <p>Contractors failing to follow local social distancing and hygiene rules to be asked to leave the service and report to the Maintenance Contract Manager</p>	3	5	15
Customers bringing COVID-19 into service	COVID-19 exposure	4	5	20	<p>All customers who can leave the service at their leisure must wash / sanitise their hands before entering the service and upon leaving</p> <p>All customers must be told to practise social distancing measures</p>	3	5	15

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					If a customer becomes ill or develops COVID-19 symptoms they must self-isolate in line with current Government guidance and report the situation to service manager			
Travelling in your own vehicle to the service including vehicle breakdown	Risk of injury / COVID-19 exposure	3	5	15	<p>Colleagues must be satisfied that the vehicle has been maintained in a fit and safe condition</p> <p>Before setting off, the following checks should be undertaken;</p> <ul style="list-style-type: none"> <li>• Ensure the brakes are in good working order</li> <li>• Ensure the car lights are working both at the front and the rear</li> <li>• Check the fluid levels in the vehicle ensuring that the correct amount of screen wash has been added</li> <li>• Wiper blades must be in good working order</li> <li>• Ensure that all mirrors are in working order</li> <li>• Ensure that tyres are in a suitable condition and inflated to the correct pressure</li> <li>• Ensure the seat belts are in good working order</li> <li>• Check audible warning devices i.e. horn</li> </ul> <p>Once driving, all road traffic legislation must be followed</p> <p>In the event of the vehicle breakdown, you should consider; (towns and cities)</p> <ul style="list-style-type: none"> <li>• pulling over to a safe place, away from the traffic</li> <li>• switching off the engine</li> <li>• turning on their hazard lights and if it is dark, or if visibility is poor, leave the sidelights on</li> <li>• put the red warning triangle at least 50 metres behind the vehicle – this will warn any oncoming traffic that the vehicle has broken down</li> <li>• use a mobile phone to call for assistance</li> <li>• stay in your car and wait for help to arrive</li> </ul>	2	5	10

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					<p>ensuring the 2m social distancing rule is applied.</p> <p>(on motorways)</p> <ul style="list-style-type: none"> <li>• turn your front wheels towards the grass verge when you pull into the hard shoulder</li> <li>• switch on your hazard lights and if it's dark or visibility's poor turn the sidelights on too</li> <li>• don't display your red warning triangle – with fast moving traffic the risks far outweigh the benefits of doing this</li> <li>• the driver should move behind the crash barrier if there is one.</li> <li>• Use your mobile phone and call for assistance ensuring the 2m social distancing rule is applied when help arrives.</li> </ul>			
Travel to / from a HG location on public transport	COVID-19 exposure	4	5	20	<p>Plan your journey ahead of time and try to limit the number of 'modes of transport' used. Ensure you leave plenty of time for your journey as it may take longer than you are used to</p> <p>A safe distance of 2m must always be maintained when queuing, from any other person to comply with the social distancing rules</p> <p>Purchase tickets via apps where possible to reduce the requirement to physically touch any ticket machines. If no app available use contactless payment methods wherever possible</p> <p>Face coverings must be worn when using public transport.</p> <p>Sitting / Standing while travelling, try and maintain a level of social distance bearing in mind the 2m rule. Follow any guidance given by transport staff. If unable to maintain a comfortable distance, wait for the next available service</p> <p>Ensure you clean your hands with your hand sanitiser</p>	3	5	15

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					after touching any surface, the touching of surfaces should be avoided as much as possible			
Parking or travelling by foot (walking)	COVID-19 exposure	4	5	20	<p>Plan your journey and where possible park the vehicle and travel by foot in well- lit populated areas (even when not lone working)</p> <p>A safe distance of 2m must always be maintained from any other person to comply with the social distancing rules</p> <p>Ensure you clean your hands with your hand sanitiser after touching any surface, the touching of surfaces must be avoided as much as possible</p> <p>Should an act of violence occur, please follow the measures identified in the 'violence at work risk assessment'</p>	3	5	15

<b>Details of other relevant risk or safety assessments (i.e. what they are and where can they be found)</b>	<b>All existing activity-based risk assessments remain valid and must continue to be used as needed by colleagues</b>
<b>Additional comments</b>	<b>Further guidance can be found on the COVID-19 Workplace information page</b>

All colleagues must sign below when the risk assessment and risk management plan have been read and understood.

Name	Signature	Date read	Name	Signature	Date read

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<b>Date of risk assessment:</b>		<b>Risk assessment review date:</b>	
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**Note: COVID-19 risk assessments must be reviewed at least once a week, the ideal opportunity being after the CEO update. They must also be reviewed if there are any significant changes to work tasks, the environment, following a related incident or any change in Government guidance.**

Risk assessment review date	Review completed by	Description of changes	Team updated

### Version history

Version Number	Effective Date	Amendment made by	Version approved by	Description of Changes
1.1	June 2020	Sara Winterburn – H&S Manager	Sara Winterburn – H&S Manager	Updated in line with Govt guidance amendments re face coverings whilst travelling
1.0	May 2020	Mark Richards & Antony Howard – H&S BP Phill Robinson – Statutory Compliance Auditor	Sara Winterburn Health and Safety Manager	Document created