

CALICO RISK ASSESSMENT



Job / Task Assessed:	IL - Covid-19 Service Delivery and Workplace Management Risk Assessment	Area:	Independent Living	Assessor:	Joanne Chadwick
Person assessed (if any):		Date:	17/03/2020 Updated 18&19/03/20 19/05/2020	Job Number:	

Hazard <i>What is the potential for harm?</i>	Hazardous Event <i>How could the harm be realised?</i>	Risk Assessment			Who is Affected	Controls Measures <i>What are the current controls? How can the risk be reduced further?</i>	Residual Risk Rating
		Likelihood (A)	Harm (B)	Risk Rating (C)			
Threat of COVID-19 virus infecting customer/ staff	Current pandemic. Localised infection	4	5	20	Customer, staff, visitors, Carers	<ul style="list-style-type: none"> - Reduced access to the building to immediate family and carer providers only - Restrict access to those that have recently travelled anywhere outside the UK - Restrict access to those that have any symptoms or have been in contact with someone with covid-19 symptoms - Follow guidance from the Department of Health - Increased priority of cleaning by housekeeping team - Any visitors asked to use hand sanitiser and limit their visit 	10
COVID-19 infects a customers and threatens to infect other customer	Symptoms including - cough - fever -shortness of breath. Risk of infecting other customer and staff	4	5	20	Customer, staff, visitors	<ul style="list-style-type: none"> - Ban general public access to the building - Advise self isolation in property and ask if they have enough food and medication and to contact 111 - Advise to avoid all communal areas - All communal areas to be cleaned daily (M-F) - Follow advice from the department of health and GP - Voids within schemes should be 1 worker per property following guidelines - Viewings and lettings will be 1 customer to one neighbourhood officer per flat 	8
Reduced staffing due to sickness	<ul style="list-style-type: none"> - Reduction of staff - Increased risk to customer wellbeing - Remaining staff experience 	5	3	15	Customer, staff	<ul style="list-style-type: none"> - Cover with other permanent staff where possible within Be Well team and Development and the wider Calico Group - Management to provide additional support - Staffing levels reviewed daily - Adopt a rota basis for staff working from home and a day at a scheme, limiting face to face contact where not necessary - Letters to ALL 1200 customers with Independent Living 	10

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	increased stress					Officers contact details, website and main 0800 number to allay fears and assist where necessary - All customers		
Where Symptoms are Present or Customers are Self Isolating	Infection being spread to people who are nearby (within 2m) or possibly being inhaled into the lungs Someone becoming infected by touching a surface, object or the hand of an infected person that has been contaminated with respiratory secretions and then touching their own mouth, nose, or eyes (such as	5	5	25	Customer staff visitors	<ul style="list-style-type: none"> - If the customers advises that they are ill, have symptoms or are self-isolating when you have already arrived at a property then only genuine emergency response should be carried out. - If the emergency service's need to be called remain outside but communicate either through the door or via mobile for reassurance until help arrives. If you have any concerns, please contact your manager. - You must contact or email your manager to advise of the address of the self isolation so Tunstall can be updated and the contact centre - Maintain telephone contact with self isolation customers to ensure they have medication and food supplies <p>Visiting customers homes and schemes:</p> <ul style="list-style-type: none"> - Customers should be contacted by phone prior to any visits and asked whether they have any symptoms of COVID-19 are self isolating or have any vulnerability that could make them more at risk. If the customer does not answer the phone, knock on the door and move back at least 2 metres from the door area and ask the customer directly. Symptoms of Coronavirus include: <ul style="list-style-type: none"> o a new continuous cough and/or high temperature of 37.8C (100F) - Where there are no concerns, complete the repair using the 	6	

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	touching a door knob or shaking hands then touching their own face) NB: There is currently little evidence that people who are without symptoms are infectious to others					following process: <ul style="list-style-type: none"> o Apply hand sanitiser or wash hands before entering the property. o Aim to stay at least 2 meters away from the tenant while speaking to them o Ask the customer to move to a different area of the property while you are working if they can do so o Avoid contact with surfaces and items that you do not need to come in to contact with o On leaving the property ensure you wash your hands or use sanitiser. - Out of hours visits by Guardian Healthcare are being informed by Tunstall of the customer self isolating if we have been given the information. Tunstall are also asking all customers if anyone is ill, showing symptoms or self isolating and will pass this on to anyone visiting the property.	
Preventing spreading the virus	Someone becoming infected by touching a	5	4	20			

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	surface, object or the hand of an infected person that has been contaminated with respiratory secretions and then touching their own mouth, nose, or eyes (such as touching a door knob or shaking hands then touching their own face)				Contractors staff visitors customers	<ul style="list-style-type: none"> - Enhanced daily cleaning at schemes in the communal areas including guest rooms <p>23.3.20 The schemes have put health and safety measures in place – designated staff toilet, office doors are closed with notices on to knock and wait, hand sanitisers still in situ, Cleaners are completing enhanced daily cleaning. Staff will not put their health or others at risk and they are following the government guidelines</p>	6
Health professionals are unable to offer support at required levels	- Risk to customer wellbeing	2	4	8	Tenants	<ul style="list-style-type: none"> - Contact telemeds and 111 for support and follow their guidance - Contact next of kin to update - Contact chemist to ensure medications are delivered 	6
Business budgets	- Inability to fill void	5	4	20	Staff,	- Currently operating at 11 voids which is really low for sheltered accommodation	

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are negatively impacted	accommodation due to access restrictions in schemes - Customer pass away and reputation is impacted				customer, Calico group, contractors	- Follow control measures for reputational impact (below) -Voids within schemes should be 1 worker per property following guidelines -Viewings and lettings will be 1 customer to one neighbourhood officer per flat	4
The reputation of the business is negatively impacted	- Concerns are not effectively dealt with - Communication is not effective - Safety of customer is compromised - Lack of contact perceived by customers by Calico staff	3	5	15	Staff, tenants,	- Ensure communication is effective and reaches the right people at the right time. - Attempt to deal with concerns as effectively/swiftly as possible. - Create a standard response to FAQs - Direct people to the website for regular updates - Follow all control measures to best ensure customer safety - ILO's contacting all tenants by either telephone, email or text - Reports being compiled on who has been contacted up to date - Full spreadsheet of all customers, contact details in the shared area for IL staff and other allocated staff to enable relevant contact on relevant dates requested by the customer - document can be accessed and saved by multiple users at anyone time - Customers are all being contacted on a weekly basis during this period unless they have asked for daily calls.	8
Staff returning to work in the schemes	May impact on the increase of Covid cases	3	5	15	Staff Tenants	- Staff on rota to ensure not in scheme office together or if they are at least 2 m apart - To continue the enhanced cleaning within the communal areas in the schemes Mon to Friday - To provide hand sanitiser, gloves and masks for staff who are in the offices	8

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Staff returning to work in the patch areas within Burnley and Padiham	May impact on the increase of Covid cases	3	5	15	Staff Tenants	<ul style="list-style-type: none"> - To continue to use separate toilet facilities in the schemes - Staff to have pre arranged conversations with their customers to see if they wish to have a face to face visit - Staff visit and use their PPE - Staff do not enter the properties – they stand 2 meters from the door and conduct their visit on the doorstep 	8

Providing the recommendations are followed and the training and instructions provided then the risks can be reduced to acceptable levels.

19/03/20 - <https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people>

19/05/2020- https://www.gov.uk/government/news/new-guidance-launched-to-help-get-brits-safely-back-to-work?utm_source=9b81f82c-c1c9-4121-9d1b-3456ead7138c&utm_medium=email&utm_campaign=govuk-notifications&utm_content=daily

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PPE REQUIRED FOR TASK (tick/complete as appropriate – Refer to Control Measures over page making specific)



Hard Hat		Ear Protection		Welding Helmet	
Safety Footwear		Goggles		Respirator (Type)	(minimum FFP2)
High Vis Vest		Overalls		Gloves (enter type)	Non powder
Gas Welding Goggles		Safety Spectacles		Other (specify type)	masks

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Col (A) - Likelihood of Injury or Hazard	Col (B) - Severity of Injury or Hazard	Who Could Be Affected
1. Improbable - (Extremely Unlikely To Occur)	1. Minor (No First Aid Required)	Operators
2. Remote (Small Chance Of Occurring)	2. Harmful (Minor First Aid Required)	Maintenance / Quality
3. Occasional (Could Occur Sometime)	3. Critical (Serious Fractures, Burns, L.T.A.)	Contractors
4. Probable (Unsurprised If It Happened)	4. Severe (Amputations, Loss Of Eyesight)	Visitors
5. Frequent (Almost Certain To Happen)	5. Catastrophic (Fatality, Explosions Etc)	Special Cases (Pregnant Worker/Young People Under 18)



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Overall Risk Rating:	Date of Next Review:
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