

Comms-care COVID-19 Secure Risk Assessment



Approach: Any action that is out of the ordinary e.g. injury, must be risk assessed and controlled.

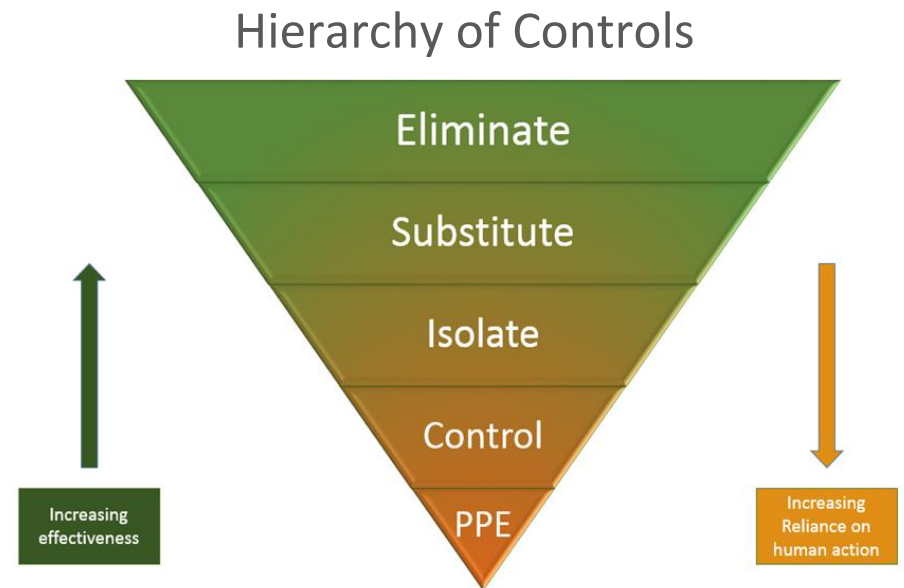
The following five steps to risk assessment must always be followed:

1. Identify the hazards
2. Decide who might be harmed and how
3. Evaluate the risks and decide on precaution
4. Record your findings and implement them
5. Review your assessment and update if necessary

<http://www.hse.gov.uk/risk/fivesteps.htm>

Treatment: The following risk assessment matrix must be used to determine the risk rating for initial and residual risks after control selection.

Likelihood	Near certainty	5	10	15	20	25
	Highly likely	4	8	12	16	20
	Likely	3	6	9	12	15
	Low Likelihood	2	4	6	8	10
	Extremely Improbable	1	2	3	4	5
		Minimal	Minor	Major	Severe	Catastrophic
		Severity/Impact				
	Key:	Monitor	Control required	Unacceptable		



COVID-19 Secure Risk Assessment

Name: Comms-care

Address: Unit 8 & Unit 14 Cheshire Business Park, Northwich, Cheshire

Date: 03rd June 2020

Reason for Risk Assessment: To ensure Comms-care HQ buildings, HQ team members, field service team members are secure to reduce infection of COVID-19

Risk Assessment completed by: Kat Kinsman & Jenny Hind

Risk Assessment reviewed by: Carol Sparkes & Peter Rawling

Approved By: Simon Day

Signed: *Simon Day*

Review schedule: Three monthly, or if major change identified

09/09/20 – Reviewed, additional control added to ‘Not maintaining social distancing in HQ / leaving and returning to site’ - Face covering to be worn when entering and moving around the HQ buildings

25/09/20 – Added control to cleaning section - Team members will use anti-bac spray and wipes to clean their equipment when they return to HQ working following any period of working from home

14/12/20 – Reviewed - changed approver from MF to SD, no other changes required

Risk Assessment

*** SD &/or H&S Manager to approve residual risks and to ensure current & planned controls are implemented & maintained. ***

Hazard Type	Who might be harmed and how?	Current controls	Further action necessary?	Action by whom?	Action by when?	Done
<p>Not maintaining adequate cleaning protocol</p> <p>Risk rating: 16</p>	<p>If the HQ buildings are not cleaned regularly this may cause contamination of COVID-19 and infect the Comms-care team members</p>	<ul style="list-style-type: none"> • Deep clean before the HQ buildings before re-opened • Cleaner providing cleaning support for both HQ buildings throughout the day • Cleaners, providing a more in-depth clean during evening after the office is closed • Anti-bacterial wipes available to team members to allow high touch points to be wiped down as required • Deep clean between HQ rotations • Team members will use anti-bac spray and wipes to clean their equipment when they return to HQ working following any period of working from home 	<p>No further action required</p> <p>Residual Risk Rating: 6</p>	<p>Comms-care, team members, contract cleaners</p>	<p>On-going</p>	

<p>Not maintaining social distancing in HQ / leaving and returning to site</p>	<p>If social distancing is not maintained within the HQ buildings this may allow transmission of COVID-19 throughout HQ if a team member is A-symptomatic whilst working in HQ</p>	<ul style="list-style-type: none"> • Team members are to sit at desks that are two metres apart • A one-way walking system in place in the HQ buildings • Where a one-way walking system is not possible, safe passing points have been created and maintained • When a vehicle is parked in the HQ car park the team member will only leave their vehicle when it is safe to do so and not come within two metres of another team member • Team members will allow two metres between each other when entering or leaving the HQ buildings • Breaks and Lunches will be staggered to limit the number of team members away from their desks at one time • Team members will eat their lunch at either their desk or in the site outdoor area whilst maintaining two-metre separation • Team members will be encouraged to bring all items they require for the day with them in the morning to limit the need for leaving HQ site before the end of their shift • Team members will be encouraged to bring food that does not require heating to limit the number of team members requiring the use of the microwave 	<p>No further action required</p>	<p>Comms-care, team members</p>	<p>On-going</p>	

<p>Risk rating: 16</p>		<ul style="list-style-type: none"> • Only one team member at a time will be allowed to make drinks and will not make drinks for their department • Team members will remain in their allocated building floor during their working day • Team members will remain on their allocated floor during their working day, apart from entrance and exit or they are using the site outside space during breaks / lunch • Internal and external floors will be marked with two-metre markings • After using the toilet facilities team members will maintain two-metre separation when washing hands • Face covering to be worn when entering and moving around the HQ buildings 	<p>Residual Risk Rating: 6</p>			
<p>Cross contamination touch points</p>	<p>Comms-care team members will face a greater risk of infection of COVID-19 from cross contamination touch points</p>	<ul style="list-style-type: none"> • 70% alcohol hand sanitizer is provided to each team member and throughout both HQ buildings • Team members are actively encouraged to ensure they are regularly washing their hands whilst in HQ and especially after using a high cross contamination touch point • Drop off / pick up zones identified in each HQ building • Department pigeonholes available • High touch points are identified with a sticker 	<p>No further action required</p>	<p>Comms-care, team members</p>	<p>On-going</p>	

Risk rating: 16		<ul style="list-style-type: none"> • Anti-bacterial wipes kept near to high touch points to allow the team member to wipe down after use 	Residual Risk Rating: 6			
Uncontrolled visitors	If visitors are allowed to visit HQ site this will increase the possibility of COVID-19 infection within the HQ buildings	<ul style="list-style-type: none"> • No general visitors are allowed at Comms-care HQ buildings • If repairs are required to be conducted by an external source, Facilities will ensure the contractor is aware of COVID-19 secure protocols and if possible, move team members away from the area under repair • Face coverings and Nitrile gloves will be offered to the contractor(s) conducting the repairs 	No further action required	Comms-care	On-going	
Risk rating: 16			Residual Risk Rating: 6			
Field based team member visiting HQ building	If a field-based team member visits HQ site this will increase the possibility of COVID-19 infection within the HQ buildings	<ul style="list-style-type: none"> • Field based team member is to advise their Line Manager they are due to visit the HQ building • Line Manager will arrange for the field-based team member to complete the HQ COVID-19 secure training • If the field-based team member does not conduct the HQ COVID-19 secure training, they will not be allowed access to HQ • Training matrix / HR records will be updated to confirm they have completed the HQ training 	No further action required	Comms-care	On-going	
Risk rating: 16			Residual Risk Rating: 6			
Field service technician working in the field	Field service technicians may be more susceptible to	<ul style="list-style-type: none"> • Field service technicians are to follow the COVID-19 secure controls in the Method Statement and supporting Risk Assessment 	No further action required	Comms-care	On-going	

Risk rating: 16	COVID-19 whilst working in the field		Risk rating: 16			
Miss communication / incorrect information	Miss-communication / incorrect information can cause team members to act in a way that may increase the possibility of COVID-19 infection within the HQ buildings	<ul style="list-style-type: none"> • All communications regarding HQ COVID-19 secure will be sent from: The Board, HR or H&S • All Risk Assessments, Comms-care guidelines & training will be made available to all Comms-care team members • All Risk Assessments, Comms-care guidelines and training will be held on SharePoint for ongoing reference 	No further action required	Comms-care	On-going	
Risk rating 16			Residual Risk Rating: 6			
Training	Insufficient training can cause team members to act in a way that may increase the possibility of COVID-19 infection within the HQ buildings	<ul style="list-style-type: none"> • Team members will receive COVID-19 secure training before being allowed access to the HQ building • All COVID-19 secure training documentation will be provided electronically to the team member • Team members will confirm via email that they have received and understood and will abide by all COVID-19 secure training / documentation • The COVID-19 secure training will be recorded in the Comms-care Training Matrix 	No further action required	Comms-care	On-going	
Risk rating: 16			Residual Risk Rating: 6			

<p>Team member attends the HQ buildings with COVID-19 symptoms, has a member of household with COVID-19 symptoms or been told to self-isolate by Trace and Track scheme</p> <p>Risk rating: 16</p>	<p>If the team member attends HQ with COVID-19 symptoms or possibly infected this may increase the possibility of COVID-19 infection within the HQ buildings</p>	<ul style="list-style-type: none"> • Team members are not to attend HQ if either they or members of their household are displaying COVID-19 symptoms • If a team member or a member of their household is displaying COVID-19 symptoms, a COVID-19 test is to be requested either via the NHS or via Comms-care's HR department • Team members are not to attend HQ if they have been told to self-isolate by the Trace and Trak scheme • Team members temperature will be taken by a body heat scanner when entering HQ • If a team member records a high temperature when going through the body heat scanner, they will not be allowed entry to HQ 	<p>No further action required</p> <p>Residual Risk Rating: 6</p>	<p>Comms-care</p>	<p>On-going</p>	
<p>Delivery of fleet vehicles to HQ</p> <p>Risk rating: 16</p>	<p>Delivery of fleet vehicles may increase the possibility of COVID19 infection at HQ</p>	<ul style="list-style-type: none"> • All fleet vehicles will be collected / delivered from the driver home address • Fleet vehicles will be collected / delivered on a transport carrier, or by collection / delivery drivers wearing PPE and where possible with seats and steering wheel covered • Whilst fleet vehicle hand over is being conducted, the fleet driver and deliver / collection driver will maintain 2-metre distance 	<p>No further action required</p> <p>Residual Risk Rating: 6</p>	<p>Comms-care</p>	<p>On-going</p>	

<p>Inadequate records in case of a GOV trace and test request</p> <p>Risk rating: 16</p>	<p>Unable to advise GOV trace and test team who is required to isolate in case of a COVID case within HQ may hamper contact being made with a team member who may have contracted COVID-19</p>	<ul style="list-style-type: none"> • Security pass log will be used to identify which team members have been at HQ if a GOV trace and test request is received • All team members will have an allocated desk which will enable C-c to identify who has been sitting in a certain area if GOV trace and test request is received 	<p>No further action required</p> <p>Residual Risk Rating: 6</p>	<p>C-c</p>	<p>On-going</p>	
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