

# Covid-19 Risk Assessment – Offices (outside of IPU)



**Location:** Pennington Chase and The Coates Centre

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**Reviewed:** SN / DW

**Activity:** Use of all office and communal areas

**Date:** 28<sup>th</sup> September 2020

**Version:** 2.1

Please be aware that this Risk Assessment is under constant review and guidance may therefore change.

Please ensure that you read any updates to this risk assessment immediately.

| Hazard                                    | Who is affected?                   | Risk (L) | Control Measures  | Residual Risk |
|---|------------------------------------|----------|---|---------------|
| Persons experiencing symptoms of Covid-19 | All staff, volunteers and visitors | 20 HIGH  | <p>Ensure all contact details are up to date. HR send quarterly reminders via email for employees to check information (staff can then complete direct through SID online or via HR). Volunteers to contact the Volunteer Services Team if details change.</p> <p>Persons who are unwell with symptoms of Covid-19 should not travel to or attend the workplace under any circumstances. They should follow the stay at home guidance issued by Public Health England. Please also refer to the Oakhaven Coronavirus Procedure.</p> <p>If any person displays or reports symptoms of Covid-19 at work they must leave the building by the closest possible exit, return home quickly and directly and follow the stay at home guidance mentioned above. If the person is unable to leave the building safely on their own, we will ask them to remain in place, clear the area and call 111 for advice.</p> <p>We will clear the area that has been occupied by the person, inform all persons that have been in contact with them to advise them on situation and pass on recommendations made by NHS 111.</p> <p>We will then arrange for a deep clean to be conducted of the relevant parts of the building.</p> <p><b>Subject to updates as and when available – information and guidance awaited on tracking and tracing apps./calling service</b></p> | 6 LOW         |

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|------------------------|------------------------------------|----------|--|---------------|
| Entering the buildings | All staff, volunteers and visitors | 16 HIGH  | <p>Immediately after entering the buildings, wash hands thoroughly and complete a temperature check.</p> <p>Face masks to be collected from the entrance and worn on the hospice premises in all communal areas, including Pennington Chase, Coates Centre, IPU Reception and Eatery. Masks do not need to be worn in single occupancy offices or in shared offices where staff are more than 2 metres apart. (PPE guidance below signposts further control measures and documentation to review).</p> <p>All visitors to be met by relevant member of staff and briefed as to appropriate PPE, protocols etc. according to areas of site attending. In line with Government guidance, only essential visits should currently be undertaken for maintenance, emergency repairs, assessments that cannot be carried out remotely etc.</p> <p>Use TecCare control wipe to wipe down (as appropriate):</p> <ul style="list-style-type: none"> <li>• Doorbell/Keycode pad outside</li> <li>• Internal and external door handles/thumb turns in entrance area</li> <li>• Push-plates/Handles to internal doors</li> <li>• Stair bannister surfaces</li> <li>• Push plates to door on WC used</li> <li>• Thermometer used to check temperature (see separate guidance on temperature checking for permissible limits and actions to take if you exceed these on arrival)</li> </ul> <p>Staff who feel unwell with symptoms of Covid-19 should not travel to or attend the workplace (see above)</p> <p>All deliveries to be left outside reception for member of staff to collect. Hands to be washed immediately after handling any packages.</p> <p>Staff/volunteers/visitors to minimise personal items they bring into the building.</p> | 6 LOW         |

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| Entering the buildings | All staff and volunteers | 16 HIGH  | <p>Staff guidelines in places –</p> <p>All non-clinical staff (excluding retail, housekeeping, catering &amp; operations) to work from home until further notice. Those unable to work from home due to their role or personal reasons are to liaise with their line manager regarding arrangements to work on site.</p> <p>Clinical admin staff will continue to work from the hospice to ensure smooth running of the clinical teams and patient flow. Clinical senior managers will also continue to be on site.</p> <p>Non clinical senior managers will work on a rota system, with at least one non-clinical senior manager on site Monday to Friday.</p> <p>Community team will work from home whenever possible. CNS/CRN working in the Community Team office is fine if working from home is difficult. Colleagues should not physically work in same area teams to minimise risk and potential spread.</p> <p>Therapies teams (comp. therapy, physio, counselling) work from home when performing admin/online tasks but to continue to have a presence, as agreed with Head of Nursing, onsite for physical patient care.</p> <p>Day Hospice to continue with plans to extend to 3 days a week, with contingencies to move to online/telephone support if required. Bubbles of teams will not mix to minimise risk and potential spread.</p> <p>Oakhaven Care to continue working on Site but to reduce numbers in office, or use finance office if appropriate.</p> <p>Current Volunteers will continue on site at present. This will be kept under constant review.</p> | 6 LOW         |

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|----------------------|------------------------------------|----------|---|---------------|
| Use of the buildings | All staff, volunteers and visitors | 16 HIGH  | <p>The areas of the buildings in use must be kept to a minimum. Please DO NOT USE:</p> <ul style="list-style-type: none"> <li>• Day Hospice Lounge – allocated to Day Hospice on Wednesdays, Thursdays and Mondays from 10<sup>th</sup> October 2020</li> <li>• Any of the toilets downstairs in Pennington Chase – set WCs allocated to Day Hospice and Therapies</li> <li>• Pennington Chase kitchen – allocated to Day Hospice on Wednesdays, Thursdays and Mondays from 10<sup>th</sup> October 2020</li> <li>• Art Room - as team remote working or in for day sessions</li> <li>• Counselling Rooms - as team remote working or in for patient sessions</li> <li>• Physiotherapy Rooms - as team remote working or in for patient sessions</li> <li>• Complementary Therapy Rooms - as team remote working or in for patient sessions</li> <li>• Coates Centre Hub</li> </ul> <p>Doors are taped off and Do Not Disturb/Engaged signs are activated as reminder as to out of bounds areas.</p> <p>Pennington Chase dining room is currently to be used for IPU handovers and breaks (if weather bad) on days when not in use by Day Hospice (Day Hospice active Monday, Wednesday &amp; Thursday from 12/10/2020).</p> <p>If other rooms are needed to be used such as The Oak Room, Coates Centre or Pennington Chase Meeting rooms, this should be notified to Operations so extra cleaning of these areas can be scheduled.</p> <p>Education and Community Engagement sessions to run according to strict, specific, revised Risk Assessments, with participants advised of new protocols beforehand to ensure all are socially distanced, covid secure events.</p> <p>All surfaces and touch points that are frequently used by multiple people to be wiped down after every use. Remember phone/handset, computer/mouse, photocopiers, stationery equipment (hole punch, stapler etc). Other workstations, including desks, to be wiped down whenever individuals are leaving area for any period of time. All desks to be kept as clear as possible to facilitate cleaning.</p> | 6 LOW         |

| Hazard                               | Who is affected?                   | Risk (L) | Control Measures  | Residual Risk |
|--------------------------------------|------------------------------------|----------|---|---------------|
| Use of the buildings                 |                                    | 16 HIGH  | <p>Air conditioning and portable fans may now be used in offices as long as windows and doors are kept open to maintain good through flow of air. Remember to wipe down control unit before and after use. Mains power to be disconnected once a month for air conditioning filters to be carefully removed and washed &amp; portable fan blades to be cleaned. Fan blades, exterior casings and air con filters (when dry) should have TECCare Control applied.</p> <p>Where possible, and with fire safety in mind, keep doors open to enable increased air flow and reduce need to touch door handles.</p> <p>Where possible desk arrangement to be changed to allow for social distancing in offices, if this is not possible then home working and/or desk screens to be considered.</p> <p>To ensure social distancing wherever possible – number of people in each communal space/office will be limited – see signs on doors of offices for any limits that might be in place.</p> <p>When moving along corridors etc. keep left and keep moving – do not stand and ‘chat’. Maintain a 2m distance at all times. Pennington Chase and Coates Centre access to 1<sup>st</sup> floor offices – check stairs are clear before ascending or descending.</p> <p>Do <b>NOT</b> use link corridor as a thoroughfare – go around the outside of the buildings</p> <p>Wash your hands frequently during the day. Use elbow to operate hand wash dispensers where applicable and appropriate to minimise contact.</p> | 6 LOW         |
| Use of Toilet and Kitchen Facilities | All staff, volunteers and visitors | 20 HIGH  | <p>Maintain a 2m distance at all times.</p> <p>Only 1 person to use the Coates Centre/Central Perk kitchen at any one time. Please only make your own tea/coffee</p> <p>Wash your hands frequently during the day</p> <p>Clean up thoroughly after yourself in the kitchen after each use. Wipe down all surfaces and appliances you have used. Remember: microwave / cupboards / fridge / kettle/ water boiler / taps</p> <p>Clean up thoroughly in the toilets after use. Wipe down surfaces ready for the next person. Remember: door handles / flush / taps / any other surfaces you have touched.</p>  | 6 LOW         |

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| Use of Main Kitchen       | All staff and volunteers           |          | <p>Kitchen staff to work on rota system to enable 2m social distancing. No other staff to enter kitchen. All deliveries to be left outside kitchen door. M&amp;S and Waitrose donations will be dropped just inside kitchen. Volunteer driver to sanitise hands before entering and knock on door so catering staff aware of arrival and can move away from area to maintain distancing. Hands to be washed immediately before and after handling any packages.</p> <p>Discussions and orders to take place via the service hatch area to ensure 2m social distancing can be observed.</p> <p>Perspex screen in place to cover the till area at the Eatery.</p>   | 6 LOW         |
| Incorrect Use/Lack of PPE | All staff, volunteers and visitors | 20 HIGH  | <p>Correct use of PPE – this is essential in order to protect patients, staff and visitors.</p> <ul style="list-style-type: none"> <li>• Masks must be worn at <b>ALL</b> times when in <b>IPU</b> and in <b>all communal areas elsewhere</b> on site, including Pennington Chase, the Coates Centre and IPU Reception – see signs on entrance doors.</li> <li>• Masks must cover mouth and nose at all times</li> <li>• Masks can be removed and worn more than once if not working in the clinical environment, but all staff must ensure they only handle the mask by the elastics and do not touch the mask or leave it on surfaces where it might contaminate.</li> <li>• Eyes should be closed when mask is being removed to minimise risk of potential infection spread</li> <li>• Masks do not need to be worn in single occupancy offices or in shared offices where you are more than 2 metres apart.</li> </ul> <p>• Please see PPE Guidance and PPE risk assessment for further details.</p> <p>A stock of PPE is maintained and reviewed regularly to ensure levels are appropriate for need. Where it is determined that additional PPE is required e.g. because it is not practical to maintain social distancing, this will be provided and users will be instructed in correct use, maintenance, disposal procedures etc. Clinical waste bins are available at staff entrance points to Pennington Chase, Coates Centre and IPU for safe disposal.</p> | 6 LOW         |

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| Using Coates Centre Meeting Room | All staff, volunteers and visitors | 16 HIGH  | <p>If a face to face meeting is unavoidable, it is possible to hold it in the Coates Centre Meeting Room. Please adhere to the following:</p> <p>Maximum of 11 people to use this room (including course facilitators) at any one time. Number is dependent on layout, subject to the wearing of masks, and reduces with the introduction of tables etc. to the design. Masks to be worn at all times where 2m social distancing is not possible.</p> <p>Wipe down handle on room door – leave door open if possible.</p> <p>Do not use the tea/coffee facilities – bring drinks with you if needed.</p> <p>If using the whiteboard – do not share pens and only one person at a time to use the board</p> <p>If using the TV/laptop – only one person to operate the equipment. Wipe down before and after use.</p> <p>Sit spaced on desks as they are set out.</p> <p>Air conditioning may now be used in the meeting room as long as windows and doors are kept open to maintain good through flow of air, diluting any airborne contaminants. Remember to wipe down control unit before and after use. Mains power to be disconnected once a month for air conditioning filters to be carefully removed and washed. When dry, TECCare Control spray to be applied.</p> <p>Once finished, tidy up and wipe down surfaces including desks/ light switches and chair arms.</p> <p>Close any windows and wipe down handles.</p> <p>Shut the door and wipe down handles, push plates and stair handrail as exiting.</p> <p>Please also advise the Operations Team so they can organise appropriate additional cleaning.</p> | 6 LOW         |

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| Using the Coates Centre Hub | All staff, volunteers and visitors | 16 HIGH  | <p>Masks must be worn at all times in this communal area. Sit spaced on furniture as laid out.</p> <p>Wipe down door handles / push-plates / light switches before and after use, along with any surfaces and appliances you might have touched.</p> <p>If organising an external group meet, arrange for entry and exit to be via Hub doors to minimise contact with other areas of building. (Follow protocols as set out in Community Engagement/Education RA)</p> <p>Do not use the tea/coffee facilities in the Hub – bring drinks with you if needed. If essential to use, clean up thoroughly after yourself after each use. Remember to wipe down all surfaces and appliances used e.g: microwave / cupboards / fridge / kettle/ water boiler / taps</p> <p>Please also advise the Operations Team so they can organise appropriate additional cleaning.</p> | 6 LOW         |
| Using the Oak Room          | All staff, volunteers and visitors | 16 HIGH  | <p>Only 7 persons (max) to use this room at any one time. Masks to be worn at all times where 2m social distancing is not possible.</p> <p>Do not use the tea/coffee facilities in the Hub – bring drinks with you if needed.</p> <p>Wipe down door handles/ push-plates before and after use.</p> <p>If organising an external group meet, arrange for entry and exit to be via Oak Room doors to minimise contact with other areas of building. (Follow protocols as set out in Community Engagement/Education RA)</p> <p>Wipe down surfaces and appliances including desks, light switches, windows, and any other surface you have touched.</p> <p>Please also advise the Operations Team so they can organise appropriate additional cleaning.</p>  | 6 LOW         |



| Hazard                                  | Who is affected?                   | Risk (L)   | Control Measures   | Residual Risk |
|---|------------------------------------|------------|--|---------------|
| Using the Pennington Chase Meeting Room | All staff, volunteers and visitors | 16 HIGH    | <p>Only 4 persons (max) to use this room at any one time. Masks to be worn at all times where 2m social distancing is not possible.</p> <p>Sit on the chairs as they are set out.</p> <p>Do not use the tea/coffee facilities – bring drinks with you if needed.</p> <p>Wipe down door handles/ push-plates before and after use.</p> <p>Wipe down surfaces and appliances including desks, light switches, windows, and any other surface you have touched.</p> <p>Please also advise the Operations Team so they can organise appropriate additional cleaning.</p>   | 6 LOW         |
| Accessing IPU                           | Office staff                       | 16 HIGH    | <p>In all circumstances it should be considered whether your visit to IPU is essential. If possible, phone the person you need to speak to rather than enter the ward to minimise risks to patients, staff and yourselves. If you do need to visit, please ensure you read and follow all PPE protocols before entering (access should usually be via the old staff IPU entrance where a table of PPE awaits). Instructions on how to don and doff masks etc. can be found in the PPE Guidance document available on the S drive and in the staff room.</p> <p><b>A separate Covid-19 Risk Assessment exists for working on IPU.</b></p> | 6 LOW         |
| Car Parking                             | All staff, volunteers and visitors | 9 MODERATE | <p>Where space allows, staff/volunteers should leave alternate car parking bays free to enable adequate distancing on entering and exiting vehicle.</p> <p>Staff/volunteers to remain inside vehicle until area clears if others are in close proximity at time of arrival.</p> <p>Staff/volunteers encouraged to coordinate and stagger shift start/arrival times where possible to ensure social distancing can be observed.</p>   | 6 LOW         |

| Hazard  | Who is affected?                   | Risk (L)   | Control Measures  | Residual Risk |
|---|------------------------------------|------------|---|---------------|
| Use of Garden   | All staff, volunteers and visitors | 9 MODERATE | <p>Maintain a 2m distance at all times. Signage to be positioned at strategic locations around gardens as a reminder.</p> <p>If holding a meeting outside, encourage participants to bring their own refreshments where possible. If making drinks for the group, ensure you wipe down all surfaces touched (in kitchen and mug handles etc.) and leave in centre of table for individuals for collect. Provide enough spoons for each individual to use their own utensil. Clear up thoroughly after yourselves i.e. wash up any crockery/cutlery used ready for next person.</p> <p>Wash hands immediately on re-entering buildings and after completing each task.</p> <p><b>A separate Covid-19 Risk Assessment exists for working in the Gardens/Gardening duties.</b></p> | 6 LOW         |
| Increased levels of staff anxiety and reduced wellbeing | All Staff                          | 20 HIGH    | <ol style="list-style-type: none"> <li>1) It is recognised that staff anxiety may grow at this time and general wellbeing decrease as a result. For all staff to be aware of the following resources available for support;</li> <li>2) Oakhaven Counselling Team – Mon-Fri 9am-5pm on their email addresses/mobiles</li> <li>3) Employee Assistance programme (EAP) – number available via HR</li> <li>4) Coates Centre website resources via blog</li> <li>5) Line Manager and colleagues – make time for a socially distanced chat and coffee!</li> <li>6) Volunteer Services Team – Mon-Weds 8.30am-4.30pm (HR team Thurs-Fri 9am-5pm)</li> </ol> <p>Keeping connected – at home and in work via zoom meetings, slack, emails, break times when socially distancing.</p>    | 6 LOW         |