

Branching Out Ltd

27 Grange Lane, Littleport, Ely, CB6 1HW

Location: Socail Care

Title : Coronavirus- Service User Support	Date of Assessment : 05/06/2020	Risk Assessor : Rachel Wiggans
Risk Assessment Reference : HOCV19	People involved in making this assessment : Liana Agius, Victoria Bullock, Lauren Nicholls, Katie Crow, Zerena James	
Task/ Process : Safe Operating during Coronavirus pandemic	People at Risk : Employees, Contractors, Members of the Public, New and Expectant Mothers, Service Users	

Hazard : Personal Protective Equipment Incorrect use of PPE resulting in risk from transfer of virus, access to PPE, Supply of PPE
Control Measures:
1. PPE supplied by the Branching Out to employees.
2. We highly recommend service users attending Branching Out wear face covering in line with national guidance if it can be tolerated. further information and guidance within individuals support plans and/ or risk assessments as required.
3. PPE is offered if the service user becomes unwell in service following procedure for management of suspected COVID 19 case in setting
4. Shielding and clinically vulnerable service users are not expected to be attending service and they are supported via the @home group and welfare support
5. Guidance provided to all members of the workforce accessing the head office with donning and doffing of PPE.
6. Posters supplied to workforce with donning and doffing of PPE guidance
7. Day Service Supervisor responsible for ensuring workforce are donning, wearing and doffing PPE correctly and completing written observations
8. All member of the team are encourage to support other team members in regards to the correct usage of PPE to ensure compliancy and everyones safety.
9. Business staff working in a healthcare setting are required to wear a face mask with leaving their private work area to move through the building.
10. Staff working in multi-occupancy offices wear a face mask unless the area has been clearly demonstrated to be COVID secure with 2mt distance, adequate ventilation and frequent surface cleaning.
11. All staff wear surgical mask Type FRMS IIR for direct care
12. Procurement of compliant PPE is complete by Vikki Bullock (Admin Assistant)
13. Management of stock levels and distribution is completed by Vikki Bullock (Admin Assistant) ensuring minimum of 3 months stock
14. Infection prevention and control training provided to all social care employees covering the safe use of PPE
15. Remove and dispose of the IIR mask if it becomes damaged, visibly soiled, damp, or uncomfortable to wear
16. Do not touch your face mask unless it is to put on or remove it. Make sure the mask fits as snugly to the face as possible, this may include the need to adjust the face straps or ear loops.
17. Face Mask straps are not to be crossed over as this increases the gap on the cheeks. Consider trying a different mask if the fit is poor or speak Vikki Bullock (Admin Assistant) if you required a different style of mask

18. PPE supplied through the CCC portal and charitiesbuyinggroup.com, procured by Vikki Bullock (Admin Assistant) If unable to procure from these suppliers revert to the supplier list provided by CMPR on 12.06.20 which is on display in the main office.

19. In the absence of Admin Assistant, procurement of PPE will be made by Chris Hook (Operational Business Manager).

Further Control Measures Required:	Added Documents	Assignee	Due Date	Status
1. Add into the risk assessment the procurement measures in place and the contingency measures for if the current supplies can not supply with names of the suppliers to be included and team members responsible where required.		Victoria Bullock	27/04/2021	Completed

Hazard : Communication of COVID 19 changes Members of the workforce who are not fully aware and understand the procedures and arrangement we have put in place to work within Government policy on essential working could compromise and jeopardise the health of others

Control Measures:

1. We have supplied clear guidance to all who attend Branching Out to ensure those who have coronavirus symptoms, or who have someone in their household who does, do not attend the premises. Further supported by the clear government message being provided to society.

2. We have spoke to the workforce and service users about the changes in regards to timetable changes to reduce risk at arrival and home times.

3. All member of the workforce are required to complete COVID-19 Return to Business for employees e-learning

4. All supervisors and managers complete COVID-19 Return to Business for managers e-learning

5. All employees and partners have been provided with access to this risk assessment and a copy is available on our website.

6. Posters and floor marking are displayed throughout the setting regarding enforcing social distancing, hand hygiene and hygiene measures

7. Open communications held between management and members of the team to discuss effectiveness of procedures and changes as required. Complete via one to one meetings and group discussions over Microsoft Teams.

8. Support workers transfer their knowledge of good hand hygiene (form their infection prevention and control training) during the working day. Providing verbal prompts to individuals attending service on good hand hygiene measures.

9. Workforce have been working with COVID 19 restriction successfully and are now experience with this way or working

10. Guidance and updates are provide to the team using a virtual daily meeting channel on Microsoft teams

11. Audio prompts in all toilets' to provide verbal reminder to all on washing hands after toilet use.

12. Picture sequencing/ posters above all sinks proving easy read guidance on good handwashing

13. All Support Workers have a training matrix to log and track all mandatory training requirements. Support Workers are responsible for ensuring their training up to date and reporting any concerns in regards to competence or confidence to line manager.

14. Vikki Bullock (Admin Assistant) completes quarterly sample reviews on training Matrix.

15. We have shard our risk assessment with partner organization where service users are access multiple services.

16. Where service access multiple services. This is identified on timetable 2021- Service Opening 2021 with the name and contact details for the other day service provider

17. We have requested all those accessing service inform us of their plans to access additional day services.

18. Where service users access multiple services and line in their own/ family home we promote the use of the government lateral flow testing scheme.

19. CCC CMPR provide regular email updates on changes to government guidelines. All relevant information from these updates is communicated to the team and triggers a review of this risk assessment and other connected risk assessments.

20. Refer to opening of service guidance supplied to all service users/ customers on return to service.

21. COVID 19 return to service questionnaires completed by all Service users returning to service.

Hazard : Cleaning and hygiene inadequate cleaning and hygiene standards pose a risk of spreading infections by way of cross contamination from surface contaminated with coronavirus

Control Measures:

1. Members of the workforce and service users are instructed to wash hands thoroughly for 20seconds with running water and soap and dry them thoroughly or use alcohol hand sanitizer ensuring that all parts of the hands and wrist are covered

2. Cleaning regimes have significantly increased (based on service capacity) and the frequency of cleaning of hard surface (floors, handrails, door handles, light switches etc.) Assigned members of the workforce will be responsible for completing all cleaning of the premises

3. A colour coded cleaning system is used by staff to prevent cross contamination of surfaces

4. Sufficient hot water, liquid soap and hand towels and hand sanitiser is provided through the building

5. Workforce are required to report anything contaminated or spilt that requires cleaning

6. All COSHH substance's have been risk assessed by a competent person and are available for the team to read. Prefer to product risk assessment

7. Cleanliness regimes are explained in detail within the operations Polices and procedures

8. Training and observations completed for all new employees

9. Support workers promote good hand hygiene from service users, encouraging regular handwashing and use of hand sanitizer .

10. Cleaning and sanitizing products including hand soap and sanitizer procurement completed by Vikki Bullock (Admin Assistant) ensuring stock for 3 months running.

11. Suppliers include high street shops and Anglian Chemicals

12. Work tables cleaned before each breacktime. Support workers supply antibacterial wipe to each service and provide guidance/ directions.

13. Temperature check are completed by all employees upon entering the premises. Ensuring temperature reading of 38 degrees and higher are considered to be a sign of illness and COVID 19 suspected case management strategies are implemented.

14. Temperature checks are completed by Support Workers for their service users upon entering premises. Ensuring temperature reading of 38 degrees and higher are considered to be a sign of illness and COVID 19 suspected case management strategies are implemented.

Hazard : work area layout arrangements and group size Overcrowding in work areas and communal areas leading to increase of outbreak

Control Measures:

1. We have minimized contact and mixing by altering, as much as possible, the environment (such as table and seating layout)

2. Groups will be allocated to specific team members of the team where staffing levels and staff training allows

3. If there is a shortage of support workers due to illness/ isolation we will have to run a reduced service working with our colleague in social services.

4. We will plan for all service user to remain in the same group for their day with us and we will manage the timetable to ensue service users wherever possible remain with the same group of people. This may mean people attend on different days to 'normal' this is for the safety of all those involved.
5. We have removed all unnecessary items from the work areas and other learning environments to reduce 'touchable' surfaces
6. Communication aids- Individuals requiring communication aids will be provided with their own personal aids that will be named and kept in their belongings box or aids that can be disinfected between uses.
7. The sensory room will not be in use due to its size, layout and specific cleaning needs. The environment can be used a storage.
8. Site has been divided into 2 bubbles and toilet facilities have been allocated to these bubbles to prevent the spread of infection.
9. Where are service user may struggle to remain on one bubble or adhere to the government guidelines of social distancing/ wearing a face covering additional support and guidance will be sought from the social care locality team in regards to the specific case.
10. Maximum of 15 people to be in any bubble/ indoor work area.

Hazard : Use of shared resources Potential risk of transfer or virus through cross contamination

Control Measures:

1. We prevent the sharing of and other equipment where possible. Shared materials and surfaces will be cleaned after use with allocated cleaning areas in the store room and shed.
2. Eating and drink equipment- We ask everyone attending service to provide their own eating and drinking items and resources. i.e. pre made drink in bottle/ flask. Workforce promote hand washing before and after accessing fluids and food
3. Work tools- Tools, meaning scissors, spades, trowels, watering cans etc. Will be allocated for the task and then cleaned at the end of the task and stored securely.

Hazard : Outside areas Not utilising outdoor areas may result in higher capacity indoors leading to higher risk or transfer of virus

Control Measures:

1. We will use the garden (Seasons Project) as our main outdoor work area. this work area provides more than adequate spacing to enable social distancing. Weather permitting
2. We will be moving activities normally completed inside to outside to further develop the quality/quantity of tasks we can provide. Weather permitting
3. When there is poor weather there is space within the work bases allocated to provide indoor activities at a social distance for all service users.
4. If individual service do not wish to work outside, specific risks around this will be assessed and guidance provided in their support plan.

Hazard : Transport arrangements Inadequate transport arrangement leading to close contact and over crowding.

Control Measures:

1. We will ensure all parents/carers and made aware of the recommendations for safe transportation of service users to and from service.
2. We have communicated clear guidance for the safe dropping off and collecting of service user to ensure social distancing.
3. We have communicated the advice to promote walking and cycling to the setting for all those attending

4. We will be happy to accommodate changes in times to ensure safe transportation to service
5. We have asked those who purchase/contract their own transport ensure they do not operate if they or someone they live with is showing COVID 19 symptoms
6. We have asked those who purchase/contract their own transport to ensure they try to keep with distance from their passengers
7. Due to risk of transition and increased infection control measures we will not be able to operate our free transport service until further notice.
8. CCC manage the transport arrangement for a significant number of the service users and they have confirmed they are happy with the measures and service that the taxi company's are providing.
9. Returning to service paperwork updated to include option to request COVID 19 testing kits for private transport providers accessing service.

Hazard : Waste ill health as a result of transfer of coronavirus and other pathogens through cross contamination after contact with waster (accident or otherwise)
Control Measures:
1. Workforce is aware of their responsibility to ensure a safe work area for all with regards to the disposal of waste correctly and promoting those in their care to comply with these procedures.
2. All waste bins are carefully and safely emptied daily by the workforce, wearing PPE. Service user are not to complete this task.
3. Workforce are instructed that any material containing bloodily fluids should be places into a yellow bag and disposed of following the procedure.
4. workforce and service users are instructed to not put their hands directly into waste bins.

Hazard : Close contact Those working on the premises may be at risk of exposure from others carrying Coronavirus
Control Measures:
1. All those entering site are instructed to keep a 2 meter distance and the layout of the premises supports this.
2. Physical contact to be avoided
3. We recommend all those attending service wear a face covering if able to do so
4. Assessment of those service users attending will take place prior to placement starting in partnership with Branching Out and the Learning Disability Partnership from the service user's locality.
5. Guidance has been provided to all parent and home support teams with regards to when it is safe to attend service
6. We have a Health and Welfare crisis procedure in place for supporting those in crisis
7. We have a code amber procedure in place to identify where individuals are requiring specific active intervention to support them with the task/ situation
8. Support plans are reviewed before the service user returns to service with social distancing in mind and how best to support individuals proactively, actively and reactively with their needs in the least restrictive approach.
9. Those who have involuntary oral discharge have increased control measured highlighted in their support plans.
10. 'Bubble breaking' is identified of the daily register
11. ABC records used to record risks/ concerns in regards to close contact and perceived transmission risk .

Hazard : Communal facilities, entrance, toilets, stairs, offices risk of cross contamination from equipment, surfaces etc that may have been touched or otherwise contaminated by coronavirus and create a risk to health

Control Measures:

1. Cleaning requirements have been increased- Toilets and communal areas along with work areas are cleaned more frequently than before and the cleaning routine is to a higher specification. Refer to cleanliness schedule
2. Supplies of soap and sanitising agents provided are regularly topped up at all hand washing stations. Posters displaying hand washing advice displayed near all sink areas
3. All those onsite are instructed (via memo minders in toilet facilities) to wash hands after using the toilet for at least 20 seconds with soap and water.
4. Workforce made aware that where welfare facilities are used during the day, they must have an awareness that the surfaces may have been contaminated with bodily fluids and must not be touched. Adequate safe cleaning measures must be taken.
5. Personal belongings are to be stored in personal boxes supplied and taken home at the end of each day. Workforce are allocated personal storage areas
6. All work area PPE and uniform is washed at the end of each day.
7. Members of the workforce on annual leave are requested to move their belongings into the Acorn meeting room for safe storage to prevent tables being underutilized.

Hazard : medically vulnerable employees and service users Those with existing health conditions are at a higher risk of/when contracting COVID-19 which may have an adverse affect on the health and wellbeing

Control Measures:

1. In accordance with Government policy those members of the team who are in the medically vulnerable group and high risk categories and to seek support from their line manager with accessing premises.
2. Service users who are in the medically vulnerable group follow government guidance in regards to attendance.
3. NEM risk assessment are completed and the NEM seeks guidance from their medical support team.

Hazard : Contractor control and third parties e.g parents/ home support Inadequate communication with third parties

Control Measures:

1. We have provided clear information in regards to support service users to attend service
2. We have provided clear information in regards to managing dropping off and collecting service users and we will work to provide more information when we are able to do so in regards to staggered starting times.
3. Regular contact with parents and home care support via newsletters/memos/letters to keep everyone up to date with the changes
4. Contractors access to site to be arranged with Operations Business Manager
5. Customers attending multiple services - Service risk assessments are shared between services
6. All customers attending multiple services are encouraged to undertake lateral flow testing between attending each service. Details of other services attendance can be found on Teams - Daily Meetings - Timetable 2021 - Service Opening 2021.
7. Individuals attending from the same household are bubbled together unless there are mitigating circumstances and communication with locality team will take place.

Hazard : First Aid Risk of cross contamination due to bodily fluids whilst ensuring all those in our care are looked after.

Control Measures:

1. In adults, it is recommended you do not perform rescue breaths or mouth-to-mouth; perform chest compressions only after/while calling 999. Compression-only CPR may be as effective as combined ventilation and compression in the first few minutes after non-asphyxial arrest
2. All members of the workforce provided with First aid guidance to ensure their safety and the safety of others
3. IIR face masks, nitrile gloves, aprons, and face shield will be worn by those completing first aid to protect both parties
4. Where the first aid requirement is minor i.e bitten finger nail and caused a bleed we will take the least risk option and where possible support the individual to complete their own self care.
5. Accident forms will not be sent home as standard to reduce the risk of transfer. If an accident has happened we will contact the service users named next of kin with the service users informed consent. If the accident form is required for a specific reason please refer to line manager.

Hazard : Confirmed or suspected COVID 19 Ensuring the safety of others onsite while supporting the individual with dignity and respect

Control Measures:

1. We have a designated first aid and suspected case 'holding' area onsite which is stocked with all the required PPE and first aid equipment.
2. If a service user or member of the workforce is taken ill they will be supported as per their need to leave site as promptly and safely as possible.
3. Members of the workforce have received training and guidance on how to respond to a suspected or confirmed case
4. We have communicated to parents and home support the required actions to be taken for suspected and confirmed cases
5. We will contact colleagues in CCC any confirmed cases. If we have two or more confirmed cases we will inform our Local Health Protection team (contact details supplied by Cambridgeshire County Council).
6. We have in operation contact tracing logs for staff members to complete and upload on team to provide remote accessible information we can provide to track and trace.
7. We have draft letters for service users/parents and carers in place to support the track and trace process.
8. We have a bubble register system to track contact information for track and trace
9. We have drafted letters that are ready for distribution to help support the infection control of COVID 19

Hazard : Physical interventions Used as a last resort as part of a gradient response

Control Measures:

1. Physical interventions are person specific and only used as a last resort. Risk in relation to this will therefore be covered on a personal basis along with the skills from their MDT.

Hazard : Emergency evacuation with social distancing Ensuring all those onsite can safely evacuate the premises

Control Measures:

1. Support Workers are working proactively to teach service users how to safely access the fire assembly point and socially distance

2. Fire drills responsibility is assigned to Vikki Bullock (Admin Assistant) to ensure this can be completed safely and maintain social distancing
3. PEEPs have been updated as required when service users are returning to service.
4. Emergency evacuation plan has been updated with a COVID 19 appendix

Hazard : Compliancy due to vaccinations Risk posed to individuals due to other being complacent after having a vaccination

Control Measures:

1. Team are reminded that all standard in regards to Branching Out's COVID approach are still in place and to be completed no matter of their personal vaccination status

Hazard : Infection Prevention and Control Poor procedures and or training leading to infection spread

Control Measures:

1. PCR testing completed weekly by all team members working from the Day Service
2. Infection Prevention and Control policy in place in place and reviewed inline with chaining government guidance.
3. Infection prevention and control risk assessment in place and reviewed inline with chaining government guidance.
4. PCR tests orders every 28 days by either Rachel Wiggans (Day Service Manager) or Vikki Bullock (Admin Assistant) ensuring ordering can still take place during annual leave or absence.
5. PCR testing guidance supplied to all Day Service employees
6. Infection prevention and control training mandatory for employees with in the support staff team.
7. Competency assessment take place in regards to infection prevention and control role requirements.
8. LFT testing process being developed by service with the aim of it being in place by June 2021. LFT will be completed by employees twice weekly, one test is completed on the same day as PCR and the other is completed 3 days later.
9. LFT testing process being developed by service with the aim on being in place by June 2021

Further Control Measures Required:	Added Documents	Assignee	Due Date	Status
1. Complete and publish privacy notice for testing		Rachel Wiggans	21/05/2021	Action Due
2. Create a trackable and useable spreadsheet to track PCR and LFT testing for all that access service.		Victoria Bullock	20/05/2021	Action Due
3. Order LFT for all those who will be accessing site		Rachel Wiggans	21/05/2021	Action Due

Documents Associated with this Risk Assessment:	
Review Date : 10/05/2021	Reviewer : Rachel Wiggans