

RISK ASSESMENT FORM No:



All employers must conduct a risk assessment. Employers with five or more employees must record the significant findings of their risk assessment:

Name of Assessor: Lorraine Ewing

Area / Task: Covid – 19 Step 4 road map

Date: 26th July 2021

Signed: 

At step 4, while many of the legal restrictions that the Government has imposed through the pandemic will be lifted, cautious guidance will remain, making it clear this is not yet a return to normal. While cases are high and rising, everybody needs to continue to act carefully and remain cautious. We will continue to manage the virus and provide guidance over the coming months.

Background: The Hamlet is currently running building based day services at it's Ella Road site and The Space / The Square. It is providing a building based service for Out of Hours Saturday Club and some evenings at Ella Road. All services have started to introduce community activities.

Ella Road – Is a building which incorporates a reception area, managers office, computer room, sensory room, activity room, dining room/ hall area, coordinators office, meeting room, art room, training kitchen, music room in the garden area, a front and back garden, a staff room, 2 service users toilets (1 with disabled access), 1 staff toilet and 2 specialist changing / hoisting rooms. Ella Road will be increasing its numbers as Hamlet Users have returned from shielding and new referrals made. There is sufficient room in the building to allow for social distancing comfortably. There is plenty of natural ventilation in the building and use of air con units for heating. As Hamlet Users arrive and depart there is ample room in the reception are for Hamlet Users to move into the main area.

Parents / Carers are asked to remain outside. www.thehamletcharity.org.uk

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The Space – The Hamlet have hired part of The Space, Rowntree Way, Norwich. It is a conference facility with large capacity. We have use of the Blue Room which has capacity for 60 spaced exam seated and Orange Room which has capacity for 30 classroom seated. Hamlet User numbers have increase after returning from shielding and new referrals can be made based on staff capacity. The adult services manager uses a separate office space and staff have access to the yellow room for lunch. There is a large café type area which is only used for accessing drinks. There is a ladies toilet block with 6 cubicles, mens toilet block 2 cubicles and urinals, a disabled toilet and a family toilet which allow for enough individual toilets. The spaces allow for social distancing. Ventilation is via a controlled and air changing controlled system. www.thespacenorwich.co.uk

The Square – This is an additional building The Hamlet has leased. It will replace the use of The Space. It is based in Anglia Square. It consists of 2 large rooms, a kitchen, a couple of breakout / quiet rooms, male and female toilets, a staff room and managers office. The Hamlet have this on a medium term lease (2-5yrs) and will develop areas throughout the year eg care room facilities, disabled toilet, new flooring etc. There is plenty of room to social distance and additional referrals can be made (staff dependent)

Out of Hours – Ella Road is used for Saturday Club and some evenings. The group have full access to the site/ facilities as out lined in Ella Road.

Activities- The Hamlet is a day service and Out of Hours service that runs a variety of activities to meet the needs of the service users. Activities range from art / craft, exercise, sensory, music, physiotherapy, support with eating and drinking, medication, personal care, supporting behaviours and communication. All services will access community facilities with caution, these include parks, garden centres, library, cafes, pubs, shops, theatre etc.

What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to manage this risk?	Action by whom?	Action by when?	Done
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<p>Health and Safety related risks Fire Electrocution Injury from Faulty equipment</p>	<p>Staff Hamlet Users Anyone else who comes into contact with the service in relation to Hamlet business eg contractors, delivery drivers.</p>	<p>Premises and health and safety checks are compliant. Checks are completed on</p> <ul style="list-style-type: none"> • Fire alarms testing including servicing of fire extinguishers. • Water temperature and legionella • PAT testing • LOLER testing • Electrical / gas testing • Fridge / Freezer Temperatures • Faulty goods are reported • Maintenance person available. • Internet services are available • Telephone and internet support contract are in place 	<p>The Hamlet will follow the latest HSE guidelines</p>	<p>Management Team / Health and Safety Rep</p>	<p>As systems are updated</p>	
<p>Increasing the risk of Covid-19 amongst staff and Hamlet Users</p>	<p>Staff, Hamlet Users, visitors, contractors, families Getting a positive Covid Test and implications for individuals (no illness to significant illnesses, hospitalisation to death)</p>	<ul style="list-style-type: none"> • There is crossover with some Hamlet Services . A record is kept of all Hamlet Users attendances and we are aware of other services they use. • Staff may cross over services if staff are required in another part of the service to keep people safe and provide suitable staffing numbers. Staff are completing Lateral Flow Tests twice a week including when on leave and PCR test once a week. The majority of staff have received their 2nd Covid vaccination. • Offices and small rooms no longer have allocated minimum 	<p>Follow flow chart for symptoms or positive test</p> <p>If deemed unsafe to provide a service due to increase in levels of COVID-19 amongst The Hamlet community services will cease.</p> <p>If an Covid outbreak (2 or more) – service affected will go into isolation.</p>			

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		<p>numbers, but staff are expected to wear masks when in these areas with others (accept when lunching in designated areas)</p> <ul style="list-style-type: none"> • Hamlet Users will continue to be supported to social distance through staff support and furniture will be arranged to support social distancing. • The majority of Hamlet Users have now been offered covid -19 vaccinations. • Staff, Hamlet Users and families have been informed about what to do if they present symptoms either before or attending the service, how to isolate and what to do if they have a positive test. We have clear guidance what to do if someone has symptoms while at the service and how they will be isolated until they can go home. • Staff have signed a one off covid declaration and visitors sign a daily declaration related to not having COVID symptoms, having a negative result lateral flow test within 72hrs (visitors will be given a LFT if not already had one and are expected to complete before 	<p>The Hamlet will receive notification if any Hamlet Users attending another service and there is a positive case. The Hamlet will also notify other services Hamlet User goes to if positive case.</p> <p>Services may need to close at short notice if staff levels are deemed unsafe to work</p>			
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		<p>entering the building) and temperatures are checked. (They sign in and out and these records are kept and filed on our computer system should we need details for track and trace.</p> <ul style="list-style-type: none"> • Visitors will be by appointment only and will be allocated a space to meet a Hamlet Users away from others in the building. Potential Hamlet Users / Parents /Carers will visit to look around at an agreed time to meet social distancing rules. They will be required to do a LFT (if potential Hamlet User is not able to do a LFT they can still visit) • Contractors only to enter the building where a service needs to be carried out eg clinical bin emptying. Areas will be sanitised immediately after visits. • Covid-19 declaration forms have been completed for Hamlet Users. • The Hamlet will reduce it's activities / cross overs if Covid variants increase in the area. • The Hamlet will close all services if deemed necessary due to more than one case of Covid within the organisation. It will seek advice from Public Health England • 	<p>A record is kept with Covid vaccinations for all and PCR tests / lateral Flow for staff and volunteers.</p>			
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		<p><u>PPE</u></p> <ul style="list-style-type: none"> • All staff to put on a surgical mask when entering the main building and change masks as necessary throughout the day in line with PPE guidance. Staff to use the bin in reception at the end of the day when removing their mask. • Staff do not need to wear masks when support Hamlet Users in outside spaces and if accompanying Hamlet Users to the pub / café on social events (once sat down) • PPE is always available. A separate procedure is in place for PPE. • PPE posters are displayed as a reminder how to use. • Staff have watched PPE video to understand donning and doffing. • The Hamlet receive free PPE from the government. This is delivered monthly. It also has access to emergency supplies from NCC if required. • Staff do regular stock checks on PPE and cleaning materials. • Staff will continue to wear Hamlet tshirts / sweatshirts and can arrive and depart in them. • The Hamlet has been given external monies and infection control monies to managed 				
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		<p>additional cleaning materials need.</p> <ul style="list-style-type: none"> • All staff, visitors and contractors are expected to wear masks when entering the main building. Masks are available in reception area if needed. They may only visit for the shortest time needed to complete their visit. All visitors are required to make an appointment. • Staff may have a drink in a communal area as long as social distanced from Hamlet Users / staff and must put on a new mask each time • Staff can remove masks for meetings if socially distance and sat down. • Hamlet Users to come to reception area where staff will sign Hamlet Users in and sanitise before going through to the main building. 	<p>Follow PPE procedure and infection control procedure</p>			
<p>Increasing the risk of Covid-19 amongst staff and Hamlet Users</p>	<p>Getting a positive Covid Test and implications for individuals (no</p>	<p>Hand Washing</p> <ul style="list-style-type: none"> • Everyone to hand sanitise in reception before going through to main building 				

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	<p>illness to significant illnesses, hospitalisation to death)</p>	<ul style="list-style-type: none"> • Hand washing facilities with soap and water are in place in main building. • Stringent hand washing taking place especially after using the toilet, before handling food and giving medication. • Staff and Hamlet Users are reminded on a regular basis to wash their hands for 20 seconds (happy birthday twice) with soap and water. Hands must be dried properly with disposable paper towels. • Posters are displayed in hand washing areas in accessible formats as a reminder how to wash hands. • Hand sanitiser available in each area to supplement hand washing and to be used when staff are unable to get to a sink immediately due to supporting a service user. • Hand sanitiser to be taken out with the person when accessing the community for walks. • Staff encouraged to protect their skin by applying emollient cream regularly. • Moisturising cream is made available in staff areas. (Aqueous cream will not be used due to possible skin irritation) 	<p>Staff to report any breakdown of skin</p>	<p>All staff / management</p>	<p>Ongoing</p>	
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		<p><u>Coughs and sneezes</u></p> <ul style="list-style-type: none"> • Staff, volunteers and Hamlet users are reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it and to avoid touching face, eyes, nose or mouth with unclean hands. Tissues will be made available throughout the service. Bins with lids on are available in main areas. 				
Increase of Covid – 19 virus on surfaces and being passed to humans	Getting a positive Covid Test and implications for individuals (no illness to significant illnesses, hospitalisation to death)	<p><u>Cleaning</u></p> <ul style="list-style-type: none"> • Contracted cleaners are employed at Ella Road / The Square 5 days a week, to carry out general cleaning. • Staff will frequently clean and disinfect objects and surfaces that are touched regularly, particularly in areas of high use such as door handles, light switches, using appropriate cleaning products and methods. Toilets to be cleaned after each use. • No clutter on work surfaces. • There are no longer quarantine rules for equipment, but normal infection control processes remain. • Staff are trained in infection control • There are checklist in each for each area, where staff record 	Staff to complete checklists.	All Staff	Ongoing	

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		<p>cleaning that has been completed at the beginning, end and throughout the day.</p> <ul style="list-style-type: none"> Weekly fogging will take place at each site 				
Not having enough ventilation	<p>Getting a positive Covid Test and implications for individuals (no illness to significant illnesses, hospitalisation to death) Service users getting cold and getting other ailments</p>	<p>To follow government guidance related to increasing ventilation now indoors more. Windows / doors to be opened to promote fresh air reducing the spread of Covid -19. Make sure Hamlet Users are warm, increase heating through air con system, use blankets if necessary (should weather decrease in temperature.</p>				
Activities	<p>Staff/ volunteers / Hamlet Users increase in covid</p>	<ul style="list-style-type: none"> All Hamlet Users arrive at staggered times. They are signed in and out daily with times and dates recorded. These details are kept on our computer system should information be required for track and trace and other attendance reasons. A record of daily activities, what Hamlet Users are with what staff / other users and lunchtime arrangements and staff cover. 				

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		<p>These are filed daily and can be referred to as need and in case of track and trace.</p> <ul style="list-style-type: none"> • Staff follow guidance when carry out activities and PPE procedure. This includes when to wear gloves, aprons, masks, hand washing for activities and procedures. • Hamlet users are frequently encouraged to wash or sanitise their hands in between activities. • Supporting individuals with autism and behaviours – staff are trained to direct Hamlet Users through voice and signing. The Hamlet use accessible format paperwork to explain expectations how to behave including how to respond to peers, social distancing, infection control etc • Toilet / personal care. – Toilets and changing areas including hoists are cleaned between users and signed on cleaning checklist. Individuals who require incontinence pads / clothes have their own plastic box for these to be stored. Dirty clothes are put in a red bag and returned home for washing. Visors to be worn if Hamlet Users have not been vaccinated, have increase saliva 	<p>Staff are STEP ON trained and will follow new guidance related to not physically guiding individuals and only safe holding / guiding in case of harm</p>			
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		<p>or non to spit. Staff can choose to wear visors at any time in addition to this,</p> <ul style="list-style-type: none"> The Hamlet will start to engage in community activities to include trips and will aim to avoid large crowded areas. Hamlet Staff will follow all track and trace rules for each venue and record staff and Hamlet Users in attendance. Minibus – social distance between Hamlet Users will remain on our minibus and windows will be open. Staff will wear masks and do not need to social distance. Hamlet Buses must be sanitised between uses and fogging once a week to take place. 				
Fire –	<p>Staff / Hamlet Users/ visitors/ contractors Injury – getting burnt, smoke inhalation, death. Slips, trips and falls</p>	<p>Priority is to get Hamlet Users and staff out safely over Covid 19 concerns. To follow evacuation procedures and meet at the assembly point. Normal evacuation procedures will be adhered to.</p>				
First Aid	<p>Staff / Hamlet Users / visitors. Injury</p>	<p>Staff have been trained in emergency first aid.</p>	<p>Training department hold records on individual staff.</p>			

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	Contracting COVID virus	<p>First aiders are allocated on each shift.</p> <p>First aiders are conscious of infection control and will wear mask, sanitise, gloves, apron.</p> <p>Staff have been informed not to carry out mouth to mouth and only do chest compressions</p>				
Hamlet Users lunches / refreshments		<ul style="list-style-type: none"> • Lunches to remain in insulated lunchboxes in their bags. Anyone requiring their lunch to be in the fridge will be in a ridged names plastic container that can be cleaned. Requests made to bring own cutlery, water bottles and cups. • Any cups used will go through dishwasher on high temperature • Microwave can be freely used but wiped down after each use • All areas cleaned and sanitised before and after lunch as per cleaning checklist. • Food can be shared between staff and Hamlet Users eg a box of biscuits, sweets, birthday cake 				
Staff Lunches	<p>Staff, Hamlet Users, visitors, contractors, staff.</p> <p>Getting a positive Covid Test and</p>	<p>There is no maximum staff / volunteers that can lunch together, however we ask staff not to linger around as staff rooms.</p>				

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	<p>implications for individuals (no illness to significant illnesses, hospitalisation to death</p>	<p>Staff areas are cleaned in between each staff lunch as per cleaning checklist.</p>				
<p>Staff engagement</p>	<p>Staff getting COVID from others and passing on</p>	<ul style="list-style-type: none"> • Staff travel independently via car, walk or bike. Staff who need to share travel, should continue to wear a mask. • Staff travelling by public transport are encouraged to wear a mask • The management team have a weekly meeting to keep up to date with information. • Each site has a daily meeting. • There are regular team meeting between sites either by each service manager or the Operational Manager to keep staff informed of any changes. These minutes are displayed on the staff portal for those not in attendance. • Staff are informed of any new change of procedure or risks assessments and details of these can be found on computer system / staff portal. 				

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		<ul style="list-style-type: none">• The Hamlet is mindful of staff health and wellbeing. It offers lots of support to various wellbeing sites.• Staff are paid full paid in need of COVID isolation. The Hamlet receive infection control monies to pay for additional staff to backfill as required.				
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Employers with five or more employees must have a written health and safety policy and risk assessment.

It is important you discuss your assessment and proposed actions with staff or their representatives.

You should review your risk assessment if you think it might no longer be valid, eg following an accident in the workplace, or if there are any significant changes to the hazards in your workplace, such as new equipment or work activities.