

COVID-19 Required Office Risk Assessment

In line with the government guidance it is a requirement that you complete the following risk assessment. You should share the results of your risk assessment with your workforce. If possible, you should consider publishing the results on your website (if you have over 50 staff it is a requirement to do so). This embedded document should also be printed, signed and displayed in the office environment in an area that it is immediately visible on entering the office environment.



staying-covid-19-security.pdf

This states clearly that you have followed the Five Steps to Safer Working Together

- We have carried out a COVID-19 risk assessment and shared the results with the people who work here
 - We have cleaning, handwashing and hygiene procedures in line with guidance
 - We have taken all reasonable steps to help people work from home
 - We have taken all reasonable steps to maintain a 2m distance in the workplace
- Where people cannot be 2m apart, we have done everything practical to manage transmission risk

Further information can be found here:

COVID-19: what you need to do <https://www.gov.uk/coronavirus>

Support for businesses and employers during coronavirus (COVID-19) <https://www.gov.uk/coronavirus/business-support>

General guidance for employees during coronavirus (COVID-19)

<https://www.gov.uk/guidance/guidance-and-support-for-employees-during-coronavirus-covid-19>

To code your current risk level please see SDD48(4) Risk Matrix

Company name	Bluebird Care (Lewes District, Brighton & Hove)	Date of assessment	18 th May 2020
Assessment carried out by	Michelle Johnson	Designation	Gary and Michelle Johnson

Objective	Requirements and Considerations	What we are already doing	Further action	By whom?	When?	Done	Risk
Involvement	It is critical to have included your staff in creation of this assessment and have evidence to show this.	Office MS Teams online meeting completed where all risks were discussed in detail and a clear plan was put into place. This finished assessment has then been shared with all staff and a final comments noted and documented. Evidence of this can be found in via zoom meeting minutes and email exchange	Weekly Zoom meetings are being held online where we continually review the safety of the office environment. Whole meeting meetings via zoom are conducted every 2 weeks.	Registered Manager Directors And all office team members	14 th March 2020 and ongoing	On-going	1
Everyone should work from home, unless they cannot work from home	Staff should work from home if at all possible. Consider who is needed to be on-site; for example: Workers in roles critical for business and operational continuity, safe facility management, or regulatory requirements and which cannot be performed remotely. Workers in critical roles which might be performed remotely, but who are unable to work remotely due to home circumstances or the unavailability of safe enabling equipment Planning for the minimum number of people needed on site to operate safely and effectively. Monitoring the wellbeing of people who are working from home and helping them stay	Office teams continue to work remotely. Karen Waddington is working in the Newhaven office 0830- 17.00 (Tues-Friday). The remaining Newhaven staff are working remotely. This includes Harriet Weaver, Kaylee Butcher, Tracy Wood, Fiona Ripley, Louise Trafford, and SJ Paradot. Week commencing 8 th June 2020 Office team members will take in turns to cover Monday, while Karen covers the office 8:30 to 17:00 Tuesday through to Friday. The Brighton & Hove office from 18 th May 2020 have moved to a position of one staff member manning the office at a time. This includes: Jack Ottaway, Sandra Holland, SJ Paradot and Louise Trafford	To review remote working process	Registered Manager Registered Manager and office teams Registered Manager and Directors	23 rd March 2020 and on-going 8 th June 2020 and on-going 18 th May 2020 and on-going	On-going On-going, review er Sept 2020 On-going to be review er	2

	<p>connected to the rest of the workforce, especially if the majority of their colleagues are on-site.</p> <p>Keeping in touch with off-site workers on their working arrangements including their welfare, mental and physical health and personal security.</p> <p>Providing equipment for people to work at home safely and effectively, for example, remote access to work systems</p>	<p>Some staff members switch from office to office dependant on need. All infection control measures to be adhered to (please see detailed section below).</p> <p>Harriet is in daily contact with all staff. MJ in daily contact with Harriet, all Supervisors providing daily update regarding their contact with customers and carers.</p> <p>Harriet to have one to one zoom meeting with all office staff once a week to avoid build-up of issues.</p> <p>14th May 2020 Health & Wellbeing information published to all carers and office team members.</p> <p>In line with promotion of mental wellbeing to reinforce office staff time in lieu /holiday rights on a regular basis.</p> <p>Westlake currently looking at extending their services across all IT systems being used remotely to support the business. Due to current situation Westlake are supporting personal technology free of charge – all office team members informed by Harriet Weaver via email.</p> <p>All office team members have carried out their DSE Risk Assessment and a basic environmental risk assessment in their 'home office' line with BBC60 Home working policy, and their Lone worker risk assessment has been updated</p>	<p>All staff have access to appropriate IT and access to team zoom</p> <p>As above</p> <p>To have wellbeing meetings with staff to understand whether they want some time off or need any support. (there are some free online courses for staff wellbeing)</p>	<p>As above</p> <p>Registered Manager</p> <p>Registered Manager/ Directors</p> <p>Registered Manager</p>	<p>14th May 2020 ad on-going</p> <p>2nd April 2020</p> <p>28th May 2020</p>	<p>Sept 2020</p> <p>14th May 2020</p> <p>2nd April and on-going</p>	
--	--	--	---	--	--	---	--

<p>Protecting people who are at higher risk</p>	<p>Clinically extremely vulnerable individuals have been strongly advised not to work outside the home.</p> <p>Clinically vulnerable individuals, who are at higher risk of severe illness), have been asked to take extra care in observing social distancing and should be helped to work from home, either in their current role or in an alternative role.</p> <p>If clinically vulnerable (but not extremely clinically vulnerable) individuals cannot work from home, they should be offered the option of the safest available on-site roles, enabling them to stay 2m away from others. If they have to spend time within 2m of others, you should carefully assess whether this involves an acceptable level of risk. As for any workplace risk you must take into account specific duties to those with protected characteristics, including, for example, expectant mothers who are, as always, entitled to suspension on full pay if suitable roles cannot be found. Particular attention should also be paid to people who live with clinically extremely vulnerable individuals.</p>	<p>The Business has conducted an audit of those members of staff who fit into this category. The arrangements above, and carrying out care calls and signing off carers has been designated to those do not fit into the extremely vulnerable and vulnerable individuals</p> <p>This does not apply as we do not have office staff that fall into these categories. But as a precaution only have one person working in the office at a time. Where another staff member is present 2-meter distance rule is observed.</p> <p>Processes on cleaning and disinfecting commonly used areas in the office as observed. Disinfecting desks, phones, kitchen areas and the offices are thoroughly cleaned once a week. All staff have access to hand sanitizer, desk wipes, masks, gloves, and aprons as appropriate.</p> <p>All staff eligible to be furloughed and requesting furloughed have been. Some staff have refused, and appropriate risk assessments have been placed around them and the risks to them explained. Their workloads have been modified to not include high risk customers. Health declaration and risk assessment have been updated and signed.</p>	<p>To keep under review as new customers are added to the Company portfolio and as their needs change</p> <p>Both offices to work closely with GPs in this regard.</p> <p>Ensure enough PPE and cleaning product is always available across both offices</p>	<p>Registered Manager and Compliance Officer</p> <p>Registered Manager All staff</p> <p>Registered Manager and Directors</p>	<p>14th March and on-going</p> <p>14th March 2020 and on-going</p> <p>23rd March 2020 and on-going</p>	<p>14th March and on-going</p> <p>14th March and on-going</p> <p>23rd March 2020</p>	<p>2</p>
---	--	--	--	--	--	--	----------

People who need to self-isolate	<p>To make sure individuals who are advised to stay at home under existing government guidance do not physically come to work. This includes individuals who have symptoms of COVID-19 as well as those who live in a household with someone who has symptoms.</p> <p>Steps that will usually be needed:</p> <p>Enabling workers to work from home while self-isolating if appropriate.</p> <p>To review current guidance for employees and employers relating to statutory sick pay due to COVID-19.</p> <p>To review current guidance for people who have symptoms and those who live with others who have symptoms.</p>	<p>All staff are briefed on the symptoms of COVID19 and know to report to their line Manager and not to attend work. Each is aware to call 111 to obtain the appropriate isolation certificate.</p> <p>Those, within the office team who are well enough to work if in isolation, remain working and those too ill to are covered by their colleagues</p> <p>If an office team member needs to self-isolate and are well enough to do so they will take the on-call phone for the period of isolation. This will free their colleagues to pick up additional aspects of their job role and care calls which might be outstanding.</p> <p>Under constant review for changes/additions and amendments.</p> <p>Under constant review and all staff aware.</p>	<p>Regular communication via memo (email) to all office staff and carers. To all customers via letter. Initially once a week, now monthly.</p>	<p>Registered Manager Supervisors and Managers Co-ordinators and Directors</p> <p>Directors</p> <p>Directors</p>	<p>23rd March 2020 and ongoing</p> <p>23rd March 2020 and on-going</p> <p>23rd March and on-going</p>	<p>23rd March and on-going</p> <p>23rd March 2020 and on-going</p> <p>23rd March and on-going</p>	2

		<p>New track and trace ruling – testing anyone with symptoms and anyone they been on contact with has to self-isolate for 7/14 days</p> <p>Staff have been informed of the Track and Trace guidance and the exceptions when adequate PPE had been worn</p> <p>New test also for people to find out if they have had COVID-19</p>	<p>As above</p> <p>Email to all staff</p> <p>Still not available to domiciliary care staff</p>	<p>Directors</p> <p>Registered Manager</p> <p>Directors</p>	<p>June 2020 and ongoing</p> <p>June 2020</p> <p>June 2020</p>	<p>June 2020 and on-going</p> <p>June 2020</p>	
Equality in the workplace	<p>In applying this guidance, employers should be mindful of the particular needs of different groups of workers or individuals.</p> <p>It is breaking the law to discriminate, directly or indirectly, against anyone because of a protected characteristic such as age, sex or disability.</p> <p>Employers also have particular responsibilities towards disabled workers and those who are new or expectant mothers.</p> <p>Steps that will usually be needed:</p> <p>Understanding and taking into account the particular circumstances of those with different protected characteristics.</p> <p>Involving and communicating appropriately with workers whose protected characteristics might either expose them to a different degree of risk, or might make any steps you are thinking about inappropriate or challenging for them.</p>	<p>BAME list compiled of Carers and Customers. Awaiting government instruction.</p> <p>Pregnant workers have been identified and their preference to work or not adhered to. Maternity Risk Assessments routinely carried out.</p> <p>We use the current processes to assess risk around such individuals. All are spoken with directly to agree/negate risk as appropriate.</p> <p>See above.</p> <p>Those who agree and can be furloughed have been.</p> <p>Equality and diversity impact assessment has been updated.</p>	<p>Awaiting Government instruction. All staff and customers advised of Government paper: Disparities in the Risks and Outcomes https://www.gov.uk/government/publications/covid-19-review-of-disparities-in-risks-and-outcomes in order that they may make information judgements. All appropriate risk assessments in place.</p> <p>Ensure fully up-to-date in changes in guidance.</p>	<p>Directors, Registered Manager and Supervisors</p> <p>Directors, Managers, Supervisors, Co-ordinators and all staff</p>	<p>Historic and on-going</p> <p>Historic and on-going</p>	<p>Historic and on-going from 23rd March 2020</p> <p>As above</p>	4

	<p>Considering whether you need to put in place any particular measures or adjustments to take account of your duties under the equalities legislation.</p> <p>Making reasonable adjustments to avoid disabled workers being put at a disadvantage, and assessing the health and safety risks for new or expectant mothers.</p> <p>Making sure that the steps you take do not have an unjustifiable negative impact on some groups compared to others, for example, those with caring responsibilities or those with religious commitments.</p>	<p>Needs around those needs to be carers for children and or family measures have been considered and actions made.</p> <p>See above</p> <p>As above, shielding groups identified, those with additional responsibility identified. People needs treated individually and reviewed regularly and appropriately.</p>	<p>As above</p> <p>As above</p>	<p>As above</p> <p>As above</p>	<p>As above</p> <p>As above</p>	<p>As above</p> <p>As above</p>	
--	---	---	---------------------------------	---------------------------------	---------------------------------	---------------------------------	--

<p>To maintain 2m social distancing wherever possible, including while arriving at and departing from work, while in work and when travelling between sites</p>	<p>You must maintain social distancing in the workplace wherever possible.</p> <p>Where the social distancing guidelines cannot be followed in full in relation to a particular activity, businesses should consider whether that activity needs to continue for the business to operate, and, if so, take all the mitigating actions possible to reduce the risk of transmission between their staff. Mitigating actions include:</p> <p>Further increasing the frequency of hand washing and surface cleaning.</p> <p>Keeping the activity time involved as short as possible.</p> <p>Using screens or barriers to separate people from each other.</p> <p>Using back-to-back or side-to-side working (rather than face-to-face) whenever possible.</p>	<p>The Business has changed protocols around: assessment, review, training, spot checks and medication comps. All team meetings are conducted virtually. Where activities require face-to-face contact full PPE is worn: FR masks, gloves, and apron. All have hand sanitizers. 2m social distancing is observed.</p> <p>These different practices have been recorded and risk assessed in the policy exception log.</p> <p>All care workers and office staff have had infection control training, have hand sanitizers, gloves, aprons, and fluid repellent masks. Newhaven office is cleaned throughout once every week and kept clean daily by who is in the office. Hove office have a checklist on each desk of what to clean daily.</p> <p>These measures are not required and public/carers unable to access offices and only one office team member is present in the office at any one time.</p>	<p>To ensure that appropriate resource: PPE is always available</p> <p>As above. Cleaning rotas in place</p>	<p>Directors, Registered Manager and all staff</p> <p>Registered Manager, Managers, Officers, Supervisors and Co-ordinator</p>	<p>23rd March and ongoing</p> <p>23rd March 2020 and on-going</p>	<p>23rd March 2020 and on-going</p> <p>23rd March 2020 and on-going</p>	<p>4</p>

	<p>Reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others).</p> <p>Social distancing applies to all parts of a business, not just the place where people spend most of their time, but also entrances and exits, break rooms, canteens and similar settings. These are often the most challenging areas to maintain social distancing.</p>	<p>For both signs have been put on the office front door for carers not to enter the building. When collecting PPE, office member to wear gloves and take to the front door to pass to carer. Office worker to sign form for masks/PPE collected by that carer</p> <p>At today's date, the Government have stated that where possible people should work from home. The office team have demonstrated that overall this approach can work for the business and this is our preferred way of working until the alert level for COVID19 further reduced. Ergo, we will maintain 1 office member in the office at any one time.</p>	<p>Review in Sept 2020 and monitor in the interim</p>	<p>Directors, Registered Manager, and all staff</p>	<p>23rd March 2020 and to be reviewed Sept 2020</p>	<p>23rd March 2020 and to be reviewed Sept 2020</p>	
<p>Coming to work and leaving work: To maintain social distancing wherever possible, on arrival and departure and to ensure handwashing upon arrival.</p>	<p>Staggering arrival and departure times at work to reduce crowding into and out of the workplace, taking account of the impact on those with protected characteristics.</p> <p>Providing additional parking or facilities such as bike-racks to help people walk, run, or cycle to work where possible.</p>	<p>Please see above for office team members.</p> <p>Carers are given time slots to pick up PPE and do not enter the main office environment. Brighton & Hove office team staff to sign collection form rather than carer. Notice on the door for carers not to enter the building Lewes carers signing for their own and colleagues they are collecting for – all other PPE in cupboard at bottom of stairs</p> <p>Parking element is suitable as staggering members of the team into and out of the office</p>		<p>Registered Manager, and all staff</p>	<p>23rd March 2020 and ongoing. Sanitizing historic</p>	<p>23rd March 2020 and on-going to be reviewed in Sept 2020</p>	<p>4</p>

	<p>Limiting passengers in corporate vehicles, for example, work minibuses. This could include leaving seats empty.</p> <p>Providing more storage for workers for clothes and bags.</p> <p>Providing handwashing facilities, or hand sanitiser where not possible, at entry/exit points and not using touch-based security devices such as keypads.</p> <p>Defining process alternatives for entry/exit points where appropriate, for example, deactivating turnstiles requiring pass checks in favour of showing a pass to security personnel at a distance.</p>	<p>Currently we are not carrying any passengers in vehicles other than a limited number of live-in carers. Live in carers sometimes need transfer to another package or to train station if they are travelling a long distance. This practice has been significantly reduced by extending the work periods of the live-in carers with their permissions and necessary additional resource. In the cases where live-in carers are transported, the driver and carer wear masks and hand sanitiser is used once in the car and car wiped down before and after.</p> <p>Double up call times have been moved to give enough time for the walker to arrive or been removed and 2 drivers doing the double up calls</p> <p>Please see above – not appropriate under current protocols</p> <p>These are in situ at the entrance doors and each member of staff have individual hand sanitizers. Sanitizers are in place in bathrooms and kitchen areas.</p> <p>Not appropriate in our environments. For carers requiring PPE replenishment, hand sanitiser is next to front door and office member re-filling the carers bottle with gloves on when collecting PPE</p> <p>There are appropriate signs for all to adhere to in relation to social distancing and infection control</p>	<p>Signs have been installed, Hand sanitizers in place, carers and office teams rosted into the office and removal of all tea towels, hand towels and dish cloths from both offices for infection control purposes.</p>	<p>Registered Manager and all staff</p>	<p>23rd March 2020 and on going</p>	<p>23rd March 2020 and on going</p>	
--	--	--	---	---	--	--	--

<p>To maintain social distancing wherever possible while people travel through the workplace.</p>	<p>Reducing movement by discouraging non-essential trips within buildings and sites, for example, restricting access to some areas, encouraging use of radios or telephones, where permitted, and cleaning them between use.</p> <p>Restricting access between different areas of a building or site.</p> <p>Reducing job and location rotation.</p> <p>Introducing more one-way flow through buildings.</p> <p>Reducing maximum occupancy for lifts, providing hand sanitiser for the operation of lifts and encouraging use of stairs wherever possible.</p> <p>Making sure that people with disabilities are able to access lifts.</p> <p>Regulating use of high traffic areas including corridors, lifts turnstiles and walkways to maintain social distancing.</p>	<p>Brighton & Hove – when another member of staff comes into the office a 2metre distance applies and if required to be in the same room one member goes first and then the other to keep the 2metre distance. All PPE worn.</p> <p>Communication between staff, telephone call or on diary if a 2nd person must be in the office at any one time to avoid a 3rd person entering the office at that time. (staggered times if needed). PPE worn at all times</p> <p>Newhaven office has few visitors/carers/deliveries. Carer come of one day in the week, staggered timings, to collect PPE. 2m rule applies. Carers call ahead, mask pack prepared and they sign when collecting</p>	<p>Preparation of mask allocation weekly</p>	<p>Registered Manager and all staff</p> <p>Training Officer and Hove member of staff</p>	<p>23rd March 2020 and on going</p> <p>April 2020 and ongoing</p>	<p>23rd March 2020 and on going</p> <p>April 2020 and on going</p>	<p>4</p>
<p>To maintain social distancing between individuals when they are at their workstations</p>	<p>For people who work in one place, workstations should allow them to maintain social distancing wherever possible.</p> <p>Workstations should be assigned to an individual and not shared. If they need to be shared they should be shared by the smallest possible number of people.</p>	<p>Brighton & Hove & Newhaven Offices: All office members have their own dedicated workstation and telephone. Wipes and gloves on each desk. Each member responsible for cleaning their workstation before starting work and at the end of the day</p> <p>Plenty of scope to follow the 2 m ruling in Newhaven office – staff need to communicate between selves so not all in on same day</p>	<p>Ensure appropriate cleaning and PPE stock levels</p>	<p>Registered Manager and all staff</p>	<p>23rd March 2020 and ongoing</p>	<p>23rd March 2020 and on going</p>	<p>2</p>

	<p>If it is not possible to keep workstations 2m apart then businesses should consider whether that activity needs to continue for the business to operate and if so take all mitigating actions possible to reduce the risk of transmission.</p> <p>Review layouts and processes to allow people to work further apart from each other.</p> <p>Using floor tape or paint to mark areas to help workers keep to a 2m distance.</p> <p>Only where it is not possible to move workstations further apart, arranging people to work side by side or facing away from each other rather than face-to-face.</p> <p>Only where it is not possible to move workstations further apart, using screens to separate people from each other. Managing occupancy levels to enable social distancing.</p> <p>Avoiding use of hot desks and spaces and, where not possible, for example, call centres or training facilities, cleaning workstations between different occupants including shared equipment</p>	<p>Posters put up reminding of 2metre distance. Email sent to Hove office workers to check if anyone else in the building whilst the main worker is for that day. To work around/arrange a different time if needed to go in the office, if already 2 people in the office. This is avoiding more than 2 in the office at one time (for short period of time)</p> <p>No need as limited member of time present at any one time</p> <p>No need. Please see above. Individual workstations available for all staff.</p> <p>All staff have a dedicated workstation. There are no shared working spaces. Communal rest spaces are not in use collectively as both Newhaven office and Brighton & Hove office are working on 'skeleton' staff.</p>		Registered Managers and all staff	23 rd March 2020. Review Sept 2020	23 rd March 2020. Review Sept 2020	
--	--	---	--	-----------------------------------	---	---	--

<p>To reduce transmission due to face-to-face meetings and maintain social distancing in meetings</p>	<p>Using remote working tools to avoid in-person meetings.</p> <p>Only absolutely necessary participants should attend meetings and should maintain 2m separation throughout.</p> <p>Avoiding transmission during meetings, for example, avoiding sharing pens and other objects.</p> <p>Providing hand sanitiser in meeting rooms.</p> <p>Holding meetings outdoors or in well-ventilated rooms whenever possible.</p> <p>For areas where regular meetings take place, using floor signage to help people maintain social distancing.</p>	<p>All office team meetings are held over zoom. Team members are currently communicating via text/WhatsApp/email/phone</p> <p>All workstations are dedicated and specific to the individual</p> <p>New carers starting do all their training on-line. They are 'signed off' by Supervisors in the community. Each of these visits 2-meter distancing is observed. Full PPE is worn aprons, gloves, fluid repellent masks and sanitizers. All employees are issued with hand sanitizer and are expected to adhere to hand washing guidelines as prescribed by the Government.</p> <p>We have significantly reduced face to face meetings. Only face to face meetings are for new assessments for care and urgent reviews and signing up of new carers issuing kit are the only face-to-face meetings taking place. In these cases staff are wearing full PPE and adhering to 2 metre social distancing.</p>	<p>On-call phones are shared and appropriately cleaned between staff.</p> <p>Brighton & Hove and Newhaven office on call phones are wiped down on exchange and then wiped down again before taking the on-call phone. Folder left in the office and emails sent to replace the usual morning meetings pre COVID19 outbreak.</p>	<p>Directors and Registered Manager and all office team members</p>	<p>14th March 2020 and ongoing</p>	<p>On going</p>	<p>1</p>
<p>To maintain social distancing while using common areas</p>	<p>Working collaboratively with landlords and other tenants in multi-tenant sites/buildings to ensure consistency across common areas, for example, receptions and staircases.</p> <p>Staggering break times to reduce pressure on break rooms or canteens.</p> <p>Using safe outside areas for breaks.</p>	<p>Both the Brighton & Hove office and the Newhaven Office are discrete. Each having its own entrance, separate kitchen area and toilet and handwashing.</p> <p>Generally not appropriate currently as only one person in the office at any one time.</p> <p>For the Brighton & Hove office an email is sent to all office workers for this office</p>	<p>Newhaven office has a cleaner, who cleans through the office regular each week.</p> <p>The Brighton & Hove office the office team share the cleaning on a rota each week. An outside cleaner is currently being sourced.</p>	<p>Registered Manager and all office team members</p>	<p>23rd March 2020 and ongoing</p>	<p>On going</p>	<p>4</p>

	<p>Creating additional space by using other parts of the workplace or building that have been freed up by remote working.</p> <p>Installing screens to protect staff in receptions or similar areas.</p> <p>Providing packaged meals or similar to avoid fully opening staff canteens.</p> <p>Encouraging workers to bring their own food.</p> <p>Reconfiguring seating and tables to maintain spacing and reduce face-to-face interactions.</p> <p>Encouraging staff to remain on-site and, when not possible, maintaining social distancing while off-site.</p> <p>Regulating use of locker rooms, changing areas and other facility areas to reduce concurrent usage.</p> <p>Encouraging storage of personal items and clothing in personal storage spaces, for example, lockers and during shifts.</p>	<p>to prepare a diary of who is in the office at what time, to avoid more than 2 in the office at any time.</p> <p>N/A</p> <p>N/A</p> <p>N/A</p> <p>N/A</p> <p>N/A as rota in place, but memos to all staff regarding the current pandemic are on-going and cite new guidelines as issued by Government</p>	<p>SJ has created a check list for each desk so the person in the office knows what to clean on arrival and before leaving.</p> <p>Memo to all staff.</p>	<p>Directors, Registered Manager and all staff</p>	<p>23rd March 2020 and under constant review</p>	<p>On going and understand constant review</p>	
--	--	---	---	--	---	--	--

<p>To prioritise safety during incidents</p>	<p>In an emergency, for example, an accident or fire, people do not have to stay 2m apart if it would be unsafe.</p> <p>People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards including washing hands.</p>	<p>Discussed in meeting the need for prioritising in case of an incident or providing assistance to someone in the event of an incident where the 2m distance might not be possible. Immediate handwashing and sanitation measures are vital immediately.</p>	<p>Memo to all staff</p>	<p>All staff</p>	<p>April 2020</p>	<p>April 2020 and on going</p>	<p>4</p>
<p>To minimise the number of unnecessary visits to offices.</p>	<p>Encouraging visits via remote connection/working where this is an option.</p> <p>Where site visits are required, site guidance on social distancing and hygiene should be explained to visitors on or before arrival.</p> <p>Limiting the number of visitors at any one time.</p> <p>Limiting visitor times to a specific time window and restricting access to required visitors only.</p> <p>Determining if schedules for essential services and contractor visits can be revised to reduce interaction and overlap between people, for example, carrying out services at night.</p> <p>Maintaining a record of all visitors, if this is practical.</p> <p>Revising visitor arrangements to ensure social distancing and hygiene, for example, where someone physically signs in with the same pen in receptions.</p>	<p>Brighton & Hove office: Only new carers that need to complete their paperwork enter the building. All paperwork and pen set on the kitchen table. Communication from the other room to new carer.</p> <p>Newhaven office: new carers go straight through to the Training Room to sign paperwork and then Harriet Weaver stands at the opposite end of the table. Desk and pen wiped down before and after.</p> <p>Gloves on when handling paperwork and pen wiped before and after use</p>	<p>Signs and protocols adhered to</p>	<p>Registered Manager and all staff in consultation with carers and office teams</p>	<p>April 2020</p>	<p>April 2020 and on going</p>	<p>2</p>

<p>To make sure people understand what they need to do to maintain safety</p>	<p>Providing clear guidance on social distancing and hygiene to people on arrival, for example, signage or visual aids and before arrival, for example, by phone, on the website or by email.</p> <p>Establishing host responsibilities relating to COVID-19 and providing any necessary training for people who act as hosts for visitors.</p> <p>Reviewing entry and exit routes for visitors and contractors to minimise contact with other people.</p> <p>Coordinating and working collaboratively with landlords and other tenants in multi-tenant sites, for example, shared working spaces.</p>	<p>Brighton & Hove office: Notice on the front door to inform carers not to enter the building and to wait for the office member to pass PPE to them.</p> <p>Newhaven Office: PPE is downstairs and carers enter downstairs only to collect PPE and then sign for receipt. Office team member always over 2 metres away. Carers one at a time come into operations room to collect masks.</p> <p>All deliveries are no received into the Newhaven Office ONLY. Thus minimising cross contamination and all good quarantined for 72 hours before use.</p>	<p>Signs and protocols adhered to</p>	<p>Registered Manager, office team members and care workers</p>	<p>23rd March 2020</p>	<p>23rd March and on going</p>	<p>4</p>
<p>To make sure that any site or location that has been closed or partially operated is clean and ready to restart</p>	<p>An assessment for all sites, or parts of sites, that have been closed, before restarting work.</p> <p>Carrying out cleaning procedures and providing hand sanitiser before restarting work.</p> <p>Checking whether you need to service or adjust ventilation systems, for example, so that they do not automatically reduce ventilation levels due to lower than normal occupancy levels.</p> <p>Most air conditioning system do not need adjustment, however where systems serve multiple buildings or you are unsure, advice can be sought from your heating ventilation and air conditioning (HVAC) engineers or advisers.</p>	<p>Brighton & Hove Office: back door left open when member of staff in the office.</p> <p>Newhaven Office: windows opened to provide appropriate ventilation.</p> <p>Brighton & Hove and Newhaven Office: Each workstation has a memo of cleaning procedures to do before and after finishing work</p>		<p>Registered Manager and office team members</p>	<p>April 2020</p>	<p>April 2020 and on going</p>	<p>2</p>

	Opening windows and doors frequently to encourage ventilation, where possible.						
Keeping the workplace clean	<p>Frequent cleaning of work areas and equipment between uses, using your usual cleaning products.</p> <p>Frequent cleaning of objects and surfaces that are touched regularly, such as door handles and keyboards, and making sure there are adequate disposal arrangements.</p> <p>Clearing workspaces and removing waste and belongings from the work area at the end of a shift.</p> <p>Limiting or restricting use of high-touch items and equipment, for example, printers or whiteboards.</p> <p>If you are cleaning after a known or suspected case of COVID-19 then you should refer to the specific guidance.</p>	<p>Brighton & Hove & Newhaven Office: Packet of wipes on each workstation. Each office member wipes desks and sides down and telephone before commencing work and then again when finishing. Printer also wiped down and door handles. Office left clean at the end of the day and rubbish removed into outside bin.</p> <p>Newhaven Office no access to outside bins as Fludes is closed due to Pandemic, so domestic waste is being dispose of by KW who takes recycling home to appropriate dispose of.</p> <p>Wipes also available in both offices in kitchen and toilet areas to address kitchen, fridge, kettle, toilets, and basins.</p>		All office team members under the Supervision of Registered Manager and Compliance Manager	23 rd March 2020	<p>Revised of as of 15th June 2020 after opening of all non-essential retail</p>	4

<p>Hygiene – handwashing, sanitation facilities and toilets</p>	<p>Using signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency, avoid touching your face and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available.</p> <p>Providing regular reminders and signage to maintain personal hygiene standards.</p> <p>Providing hand sanitiser in multiple locations in addition to washrooms.</p> <p>Setting clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible.</p> <p>Enhancing cleaning for busy areas.</p> <p>Providing more waste facilities and more frequent rubbish collection.</p> <p>Where possible, providing paper towels as an alternative to hand dryers in handwashing facilities.</p>	<p>Brighton & Hove office: Poster next to sink in the kitchen and in the bathroom on good practice hand washing. Towels and T-towels have been replaced with paper towels. Hand sanitizers supplied.</p> <p>Newhaven Office: Hand washing posters and anti bac hand wash liquid at every sink. In addition, hand sanitizer at top and bottom of stairs for staff to use and refill their own bottles – KW filling these regularly from large canisters</p> <p>Paper towels in cloakrooms and kitchen – few tea towels and hand towel in kitchen but not used</p>		<p>Registered Manager and all office team members to ensure facilities do not run out and are readily available for use</p>	<p>Historic and 23rd March 2020</p>	<p>Historic and 23rd March 2020</p>	<p>6</p>
<p>Handling goods, merchandise and other materials, and onsite vehicles</p>	<p>Cleaning procedures for goods and merchandise entering the site.</p> <p>Cleaning procedures for vehicles.</p> <p>Introducing greater handwashing and handwashing facilities for workers handling goods and merchandise and providing hand sanitiser where this is not practical.</p> <p>Regular cleaning of vehicles that workers may take home.</p>	<p>Newhaven and Brighton & Hove office: Gloves worn when bringing deliveries into the office and then the boxes wiped down. Gloves disposed of and hand washing then hand sanitiser completed. Good quarantined for 72 hours before use.</p> <p>All pool cars need to be cleaned inside and out by the carers using the cars. Carers should not be transporting customers, carers, or family members in the pool cars at this time.</p>		<p>Registered Care Manager and all those present in the office at the times of delivery</p>	<p>23rd March 2020</p>	<p>23rd March 2020 and on going</p>	<p>4</p>

	Restricting non-business deliveries, for example, personal deliveries to workers.	If a pool car is handed back and to be used by a different carer the follow cleaning regime needs to be conducted. https://www.rac.co.uk/drive/advice/how-to/how-to-clean-your-car-interior-to-reduce-the-risk-of-spreading-coronavirus/		All members of the office team when dealing with car allocations.	As above	As above	
To change the way work is organised to create distinct groups and reduce the number of contacts each employee has	As far as possible, where staff are split into teams or shift groups, fixing these teams or shift groups so that where contact is unavoidable, this happens between the same people. Identifying areas where people directly pass things to each other, for example office supplies, and finding ways to remove direct contact, such as using drop-off points or transfer zones.	Skelton staffing levels have been maintained in each office. Staff working on a rota basis. All other office team member is working from home to reduce contact.		Registered Manager and all office staff	As above	As above	2
To help workers delivering to other sites such as branches, or suppliers' or customers' premises to maintain social distancing and hygiene practices.	Putting in place procedures to minimise person-to-person contact during deliveries to other sites. Maintaining consistent pairing where two-person deliveries are required. Minimising contact during payments and exchange of documentation, for example, by using electronic payment methods and electronically signed and exchanged documents.	Only two people move stock from office to office, never at the same time: HW or JO As above Cheque payments is in the process of being phased out and only payment method is card (contactless) or Direct Debit. The latter is the promoted and preferred method of payment.	Letter to customers and information relating to direct debit mandate sent	Registered Manager and JO Directors	As above April 2020	As above On going	6

<p>To make sure all workers understand COVID-19 related safety procedures.</p>	<p>Providing clear, consistent and regular communication to improve understanding and consistency of ways of working.</p> <p>Engaging with workers and worker representatives through existing communication routes to explain and agree any changes in working arrangements.</p> <p>Developing communication and training materials for workers prior to returning to site, especially around new procedures for arrival at work.</p> <p>Ongoing engagement with workers (including through trades unions or employee representative groups) to monitor and understand any unforeseen impacts of changes to working environments.</p> <p>Awareness and focus on the importance of mental health at times of uncertainty. The government has published guidance on the mental health and wellbeing aspects of coronavirus (COVID-19).</p> <p>Using simple, clear messaging to explain guidelines using images and clear language, with consideration of groups for which English may not be their first language.</p> <p>Using visual communications, for example, whiteboards or signage, to explain changes to schedules, breakdowns or materials shortages to reduce the need for face-to-face communications.</p>	<p>Weekly and now bimonthly memo and communications to carer and office teams to ensure key issues such as: cross contamination, PPE, symptoms, testing and contingency.</p> <p>Prior to lockdown 23rd March 2020 face to face meetings to discuss new measure. Zoom meetings to discuss protocol.</p> <p>No change now. All staff working remotely.</p> <p>As above.</p> <p>Information published to all employees 14th May 2020. Also, employees made aware of the WPA scheme and counselling sessions available. Regular check ups/supervision with carers and office team members. Also aware of the GP service.</p> <p>Used ESCC information, which has a range of pictures and text.</p>	<p>Memos, emails as appropriate</p>	<p>Directors, Registered Manager, Live-in Manager and Compliance Officer</p>	<p>14th March 2020 and ongoing</p>	<p>14th March and on going</p>	<p>6</p>
--	---	--	-------------------------------------	--	---	---	----------

<p>To maintain social distancing and avoid surface transmission when goods enter and leave the site.</p>	<p>Revising pick-up and drop-off collection points, procedures, signage and markings.</p> <p>Minimising unnecessary contact at gatehouse security, yard and warehouse. For example, non-contact deliveries where the nature of the product allows for use of electronic pre-booking.</p> <p>Considering methods to reduce frequency of deliveries, for example by ordering larger quantities less often.</p> <p>Where possible and safe, having single workers load or unload vehicles.</p> <p>Where possible, using the same pairs of people for loads where more than one is needed.</p> <p>Enabling drivers to access welfare facilities when required, consistent with other guidance.</p> <p>Encouraging drivers to stay in their vehicles wherever this does not compromise their safety and existing safe working practice, such as preventing drive-aways.</p>	<p>Brighton & Hove Office: Notice on the front door to inform carers not to enter the building and to wait for the office member to pass PPE to them. Office member to wear gloves when a carer arrives and then disposed of once gone. Hand sanitiser applied after which is located next to the front door. Office staff have a memo on their desk with procedure to follow.</p> <p>Newhaven Office – carers do not come into the main office space if collecting Aprons gloves and sanitisers. When collecting masks carers will collect in on the 1st floor and will sign on receipt but 2 m rule observed</p> <p>All deliveries are now limited to one office: Newhaven. The delivery driver can enter via the door and leave delivery in downstairs entrance. No delivery driver nor care worker is seen upstairs unless in the training room and only when social distancing (2 meters) is applied.</p> <p>Brighton & Hove Office now has very limited deliveries. These are left outside the front door, gloves worn when bringing into the office space and wiped down. Poster has been put up near the front door to remind office members procedures</p> <p>L</p>	<p>Posters and appropriate PPE always</p>	<p>All office teams members when working in the office</p> <p>All office team members when working in the office</p>	<p>23rd March 2020</p>	<p>23rd March 2020 and on going. Review Sept 2020</p>	<p>6</p>

<p>Face covering and PPE guidance</p>	<p>For PPE guidance – please see the PPE guidance within the Toolkit.</p> <p>Face coverings - A face covering can be very simple and may be worn in enclosed spaces where social distancing isn't possible. It just needs to cover your mouth and nose. It is not the same as a face mask, such as the surgical masks or respirators used by health and care workers. Similarly, face coverings are not the same as the PPE used to manage risks like dust and spray in an industrial context. Supplies of PPE, including face masks, must continue to be reserved for those who need them to protect against risks in their workplace, such as health and care workers, and those in industrial settings like those exposed to dust hazards.</p> <p><i>It is important to know that the evidence of the benefit of using a face covering to protect others is weak and the effect is likely to be small, therefore face coverings are not a replacement for the other ways of managing risk, including minimising time spent in contact, using fixed teams and partnering for close-up work, and increasing hand and surface washing. These other measures remain the best ways of managing risk in the workplace and government would therefore not expect to see employers relying on face coverings as risk management for the purpose of their health and safety assessments.</i></p> <p>Wearing a face covering is optional and is not required by law, including in the workplace. If you choose to wear one, it is important to use face coverings properly</p>	<p>Brighton & Hove and Newhaven office: Masks worn when signing carers off or doing an assessment in a customer's home</p> <p>Fluid Repellent or IIR masks issued to all supervisors with PPE allocations</p> <p>Face shields in stock in both offices if required</p> <p>Few staff being allocated specific masks to take into account sensitivities</p>	<p>The Directors have made the decision to ONLY stock FFP2/IIR masks for all employees. Office and carer teams as these provide the highest level of protection.</p> <p>Please note that the Company will not be involved with any aerosol generating tasks and as such will not require the use of FFP3 masks although for contingency our Training Officer is trained and proficient to fit.</p> <p>Our IT systems have the facility to ensure stock levels are always updated to enable instant stock take of masks thus ensuring adequate stock levels.</p> <p>Wearing of mask/face covering is now required on all public transport, visits to GPS/Hospitals etc. (15th June 2020)</p> <p>Training is refreshed monthly, on line, to ensure that all staff understand the current</p>	<p>Directors, Registered Manager, Live-in Care Manager and all office team members and care staff.</p>	<p>23rd March 2020</p>	<p>23rd March 2020 and on-going</p>	<p>4</p>
---------------------------------------	---	---	---	--	-----------------------------------	--	----------

	<p>and wash your hands before putting them on and taking them off.</p> <ul style="list-style-type: none"> • Employers should support their workers in using face coverings safely if they choose to wear one. This means telling workers: • Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it. • When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands. • Change your face covering if it becomes damp or if you've touched it. • Continue to wash your hands regularly. • Change and wash your face covering daily. • If the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste. • Practise social distancing wherever possible. 		<p>guidelines and infection control requirements.</p> <p>Of note, the Company has not had a confirmed case of COVID19 in either its customer base, nor carer/office teams.</p>				
--	--	--	--	--	--	--	--