

Sue Lambert Trust - Risk Assessment

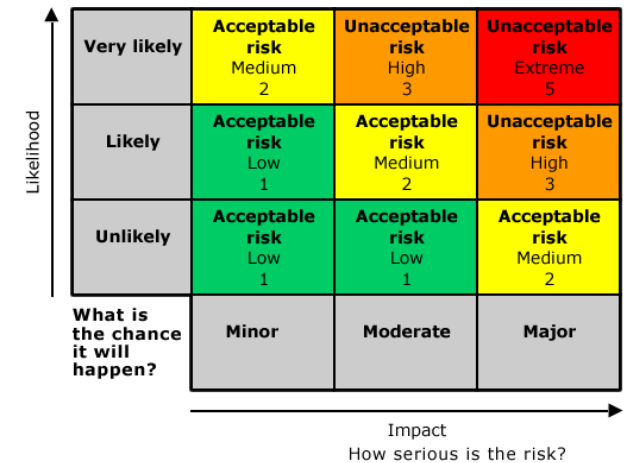
Service: Covid-19 Risk Assessment

Location: 6 Music House Lane and 33 King Street Great Yarmouth

Date: 13/05/2020

Completed by: Clive Evans/Sonia Marshall

Date for review: 12/06/2020



| Risks and Hazards Identified | Possible harm | Persons at risk? | Risk factor (Low / Med / High) | Measures required to control the risk | Target Risk Score (Low/ Med/ High) | Actions by who? |
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| Risk of Covid-19 transmission through close contact | Covid-19 infection | Staff Volunteers Clients Visitors | 3 High | <p>All:</p> <ol style="list-style-type: none"> Anyone who has been identified (or a member of their household) as clinically extremely vulnerable to continue to work from home (see: Definition of Clinically Extremely Vulnerable). Similarly those who identify as clinically vulnerable should continue to work from home (see: Definition of Clinically Vulnerable) Everyone to continue to work from home and will only be required to attend the office if their role is required to support processing of new referrals, planning support work with new clients and the re-opening of limited face to face counselling sessions Signage placed throughout the building to remind people to keep to a 2m safe distance. Floor marking to signify safe distance from people desks and within counselling rooms | 1 Low | Staff Volunteers Clients Visitors |

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| | | | | <p>5. Where safe distance is not possible then a limit on number of people accessing areas will be enforced or area will be closed off</p> <p>6. To maintain ventilation and where possible windows to be kept open whilst the building is occupied</p> <p>Clients:</p> <p>7. Appointments with clients staggered to avoid contact with others</p> <p>8. Clients asked to wait away from the building until their appointed time</p> <p>9. No visitors to escort the client (or volunteers) within both locations</p> <p>10. All contact for support work should primarily be by telephone or online video.</p> <p>11. Support workers must not enter any client's home or any other enclosed space, other than the main SLT buildings, during this period.</p> <p>12. If a support worker deems that a face to face meeting is necessary then this should be arranged in a public place strictly adhering to the 2m rule.</p> <p>13. All mitigating actions as detailed in this document must be adapted and applied if a support worker is meeting a client face to face.</p> <p>Staff:</p> <p>14. Limit of number of staff in the open-plan office at each location (Norwich – 4 staff and Great Yarmouth -3 staff) at all times</p> <p>15. Staff to work from home if they are not required to attend the office</p> | | |
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| | | | | <p>16. Work areas to be re-arranged to ensure the best possible distance from colleagues</p> <p>17. Floor markings to signify safe distances will be in place</p> <p>18. Only one person at any point in time to access kitchen areas</p> <p>Volunteer Counsellors</p> <p>19. Online video counselling or telephone counselling will continue to be the preferred option for sessions</p> <p>20. Where face to face counselling is deemed necessary only rooms where 2m safe distancing can be observed will be made available</p> <p>21. Floor markings will indicate safe distance for both volunteer and client for the sessions</p> <p>22. All clients must only enter the building at the time of the appointment and leave the building once the session has finished</p> <p>23. All volunteers must also only enter the building 15 minutes prior to the start of the first appointment and leave as soon as the session(s) have been completed</p> <p>24. Only one person at any point in time to access kitchen areas</p> <p>25. During intervals between sessions volunteers are kindly asked to keep their movement within the buildings to a minimal</p> | | |
| Risk of Covid-19 transmission through inadequate | Covid-19 Infection | Staff Volunteers Clients | 3 High | <p>All:</p> <ol style="list-style-type: none"> Information on expected practice for hand washing to be displayed throughout the building(s) All entrances to have hand sanitizer available | 2 Medium | Staff Volunteers Clients |

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| personal hygiene practice | | | | <ol style="list-style-type: none"> 3. All staff, volunteers and clients must use hand sanitizer on entering and leaving the building. Any refusal will prohibit the persons entry to the building. 4. Hand sanitizer to be made available within each office and counselling rooms | | |
| Risk of Covid-19 transmission through inadequate cleaning of work surfaces | Covid-19 Infection | Staff Volunteers | 3 High | <p>All:</p> <ol style="list-style-type: none"> 1. All external and internal door handles, stair bannisters, touch-based security entry devices, printers and copiers and communal facilities such as washrooms and kitchen area to be sanitized at a minimum twice a day (morning and evening) 2. All fabric chairs replaced by pvc chairs in all communal areas where possible. 3. All chairs, workstations, tables, keyboards, screens, telephones to be cleansed after end of each session and/or workday 4. Pens, stationery, cups, glasses, cutlery and any other receptacles are strictly not to be shared with colleagues or clients. Please either bring your own or secure your own personal items in the office. 5. Every visitor (staff, client or volunteer) to keep personal belongings including coats etc with them whilst in the building. 6. Both locations to ensure that contents of all bins are disposed of on a daily basis following safe disposal approaches (gloves and sealed disposal bags). Hand washing must be immediately undertaken after disposal. 7. Disposable gloves will be made available and used when necessary. | 1 - Low | Staff Volunteers |

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| Risk of Covid-19 infection through air borne particles | Covid-19 infection | Staff Volunteers | 3 High | <p>Staff:</p> <ol style="list-style-type: none"> 1. Screens will be made available for workstations where colleagues work in close proximity 2. SLT do not provide facemasks at this current time however staff can bring their own and wear them in the office if they wish <p>Volunteers: Due to the nature of our work the following are not mandatory. Consideration for use should be discussed with each client prior to entering the building.</p> <ol style="list-style-type: none"> 1. Screens will be made available that can be erected in between volunteers and clients 3. SLT do not provide facemasks at this current time however volunteers and clients can bring their own and wear them in the office if they wish | 2 - Medium | Staff Volunteers |

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| Risk of Covid-19 due to lack of information or knowledge | Covid-19 infection | Staff Volunteers Clients Visitors | 2 Medium | <p>Clients: All clients to be made aware prior to entering the building:</p> <ol style="list-style-type: none"> i. 2m distance rule during the journey to and within the building(s) ii. Hand washing and sanitizer is mandatory prior to entering the building iii. The client can only enter the building at the allocated time for their appointment and must leave immediately afterwards iv. Anyone accompanying the client is strictly prohibited from entering the building v. Volunteer and/or Client choice to use face masks/screens or any other personal protective equipment/process should be agreed prior to the client entering the building vi. Clients will not be offered any refreshments and are encouraged to bring their own if required. These should also be kept in the bag that will be provided. <p>Staff and Volunteers: All staff and volunteers should be made aware of this risk assessment and mitigation procedures.</p> <p>Everyone to be made aware that any issues/concerns or suggestions to be made to Sonia Marshall, Operations Manager in the first instance (sonia@suelambertrust.org). If there is a need to escalate this further then please contact Clive Evans, CEO (clive@suelambertrust.org). Everyone can contact the HSE for advice on any issues or concerns. They can be contacted through www.hse.gov.uk</p> | 1 - Low | Staff Volunteers Clients |
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| <p>Risk of Covid-19 through managing difficult and violent situations</p> | <p>Covid-19 Infection</p> | <p>Staff Volunteers Clients</p> | <p>1 – Low</p> | <p>There is an increased risk of violent or aggressive behaviour where:</p> <ul style="list-style-type: none"> • There is mental instability or inherent aggression • Where clients feel frustrated, impatient, or anxious, or resentful of lack of respect being shown • Where alcohol or drugs have been used <p>The national response to the pandemic may have exacerbated anxieties amongst some of our clients.</p> <p>It is of paramount importance that all people in the building are kept safe as far as possible and everyone in contact with clients should risk assess the potential for untoward or unwarranted behaviours and situations.</p> <p>As per our guidelines for managing potentially violent or violent situations guidelines workers are supported to:</p> <ul style="list-style-type: none"> • Pull out of any situation where they feel hostility is increasing or becoming uncomfortable. This may include leaving the room and/or asking the client to leave the room • They can summon support by using the emergency alarm system available in each private room <p>On hearing threatening behaviour or shouting, or in response to the emergency alarm a colleague will, where possible wear protective gloves and mask (if available) prior to entering the room to check whether the worker needs support.</p> <p>If support is required the first objective will be to ensure the counsellor/worker can exit the room swiftly and keep at a safe distance. The client will then be asked to leave the building and escorted at a safe distance to the door.</p> <p>If the client refuses to leave or additional support is required then 999 should be dialled and urgent police support requested.</p> | <p>1 - Low</p> | <p>Staff Volunteers</p> |
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| | | | | <p>During this period all workers/counsellors and colleagues should aim to wear any protective personal equipment (gloves/masks) as a pre-caution and maintain a minimum of 2m away from the client.</p> <p>No further communication with the client should be attempted other than requests, when appropriate, to calmly leave the building.</p> <p>If any of the other counselling rooms are occupied then people should strictly remain within these rooms until a SLT member of staff advises that it is safe for them to exit.</p> | | |
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Name of assessor:

Signature

Date: