

Risk Assessment

Summary

Reference: RA000042/12

Sign-off Status: Approved

Date Created: 25/01/2022	Confidential? No
Assessment Title: Housing with support schemes and infection prevention and control risk assessment	
Assessment Outline: Risk Assessment updated based on Government announcement, 19/01/2022 implementing Plan A. Risk assessment for sheltered schemes. This assessment should be read in conjunction with RA000716 Role risk assessment for housing with support officers and relevant corporate Covid-19 risk assessments and work instructions.	
Area Responsible (for management of risks)	Location of Risks On-Site
Directorate: Homes & Neighbourhoods	Site: All sites
Department: Communities and Housing With Support	Area: All areas
Team: Housing with Support	Dept/Area: ALL Depts/Areas
Further Location Information:	
RISK_HE_FORMA_COUNTRYLABEL: RISK_HE_FORMA_COUNTRY_HEADER UNITED KINGDOM	
Assessment Start Date: 25/01/2022	Review or End Date: 25/01/2023
Relevant Attachments:	
Description of attachments:	
Location of non-electronic documents:	
Assessor(s): Harris, Keith	
Line Manager: Charlotte Schraibman	

Reason fo Review
Type:
Reason:
Signed Off: Charlotte Schraibman (25/01/2022 17:03)

PEOPLE AT RISK (from the Activities covered by this Risk Assessment)
CATEGORY
Employees
Contractors
Members of the Public
Visitors
Disabled Persons

Who Made By	Date/Time Received	Comments
Harris, Keith	25/01/2022	Section 2 Infection Prevention and Control Haz 1 General Environments/Communal Areas • Paragraph 1 – removed “only”... essential and emergency services..... • Paragraph 4 & 6 – amended to advised to wear face coverings. • Paragraph 7 – amended to “Residents will receive advice and information strongly advising them to wear face coverings and maintain distance to reduce the risk of transmission to staff and residents” Hazard 2 – Communal Lounges • Paragraph 3 added – “for clinically vulnerable people” Hazard 3. Toilet and kitchen facilities • Paragraph 2 amended to “strongly advise limiting numbers using the kitchen.....to reduce close contacts with others.....

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1. Housing with support schemes

Description of Activity:

Housing with support scheme staff working at various locations across the city.

Hazard 1. External areas-Slippery surface

Personal injury caused by slipping on wet leaves, ice/snow or spilt liquids.

Existing Control Measures

HSO to inspect areas as part of their weekly duties and record checks on the monthly H&S inspection sheet.

Areas cleared of leaves and other contaminants when required.

Environmental Services grit sheltered housing schemes in the event of snow/ice, HSO to request additional gritting/power washing of paths as conditions dictate.

Grit bins stored on site.

With Existing Controls:

Low

Further Control Measures

Hazard 2. External areas-Trip hazard

Personal injury as a result of falls due to damaged or uneven steps, footpaths, car parks or poor lighting.

Existing Control Measures

HSO to inspect areas as part of their weekly duties and send repairs request to the repairs teams.

Communal grounds maintained by environmental services.
Vegetation/weeds controlled and removed as necessary.

With Existing Controls:

Low

Further Control Measures

Risk Assessment

Hazard 3. Internal areas- Slippery surface

Personal injury to staff and or tenants due to floor contaminants i.e. spilt liquids , polished floors.

Existing Control Measures

HSO to inspect areas at regular intervals.

Non slip floor/carpets coverings used throughout schemes.

HSO to arrange clear up of spillages with Rangers.

With Existing Controls:

Low

Further Control Measures

Hazard 4. Internal areas- Trip hazard

Trailing cables, low steps, damaged carpets etc

Existing Control Measures

HSO to inspect areas at regular intervals.

Place warning signs when using long trailing leads and avoid crossing door threshold creating a trip hazard.

Carpets and other floor surfaces inspected weekly for damage/wear, arrange repairs were necessary or replacement of flooring material as required.

With Existing Controls:

Low

Further Control Measures

Risk Assessment

Hazard 5. Lone working & violence

Assault from tenants and member of public dealing with tenant disputes.

Illness or personal injuries from accidents or incidents.

Existing Control Measures

HSO to inform manager of concerns regarding tenants behaviour e.g. aggressive nature, verbal abuse or threats of violence.

Staff trained in conflict resolution.

HSO to liase with line manager if suffereing from health issues that may impact on work, a personal work assessment may be required.

All HSO's are issues with the Microguard lone working device. Devices are monitored by an external contact centre and escalation proceedures in place.

All staff issued with mobile phones. Any visits should be recorded on calendars as part of the Lone working procedure.

Staff must report all incidents through the online OSHENS incident reporting system.

With Existing Controls:

Low

Further Control Measures

Risk Assessment

Hazard 6. Failure of passenger lifts and stair lifts

Breakdown and passenger temporary trapped/stuck. Upper floors inaccessible due to lift out of action. Fall from height due to open door and no lift in place.

Existing Control Measures

Six monthly inspection and testing by qualified lift engineer from insurance company.

Staff to follow lift breakdown procedure.

HSO to put lift out of service if defects identified and arrange urgent repair through maintenance. Barrier/sign to be fixed informing tenants, lift/stair lift out of service.

Temporary accommodation may have to be arranged for tenants with mobility issues, HSO to contact line manager for guidance.

Lifts have emergency alarms linked to 24 hour monitoring service who can summon help after hours.

Lift emergency call alarms are checked weekly and recorded on the weekly inspection test form.

Stair lifts fitted if needed.

With Existing Controls:

Low

Further Control Measures

Hazard 7. Failure of heating, lighting and ventilation

Additional levels of lighting/heating/ventilation needs of older people

Existing Control Measures

Temperature / heating maintained and inspected by qualified engineers.

Lighting regularly inspected and maintained by qualified engineers including emergency lighting.

Air quality is maintained through natural ventilation i.e. doors/window openings.

With Existing Controls:

Low

Further Control Measures

Risk Assessment

Hazard 8. Staff welfare

Failure of washing/toilet facilities

No eating facilities

Existing Control Measures

Suitable facilities available for staff including rest area, kitchen, drying cloths and toilet facilities, inspected and maintained by staff.

Suitable temporary arrangements will be instigated following the failure of these services, if needed.

With Existing Controls:

Low

Further Control Measures

Hazard 9. Neglected building maintenance

Broken fabric of building causing injury

Existing Control Measures

HSO carry out formal monthly documented health and safety inspections. Issues reported to repairs team.

HSO carry out regular walk throughs any defects identified are reported to the repairs team.

Periodic building condition surveys completed by contracts team.

With Existing Controls:

Low

Further Control Measures

Hazard 10. Electricity

Electric shock / burn / fire

Existing Control Measures

All portable equipment used by staff regularly PAT tested by qualified engineer - Record Kept

Fixed electrical systems maintained by qualified engineers and certificated every 5 years.

With Existing Controls:

Low

Further Control Measures

Risk Assessment

Hazard 11. Fire

Fire related injuries

Existing Control Measures

Full fire risk assessments completed by Responsible Person

Auto fire detection systems in place and tested weekly.

Fire extinguishers located in communal areas.

Fire evacuation plans in place.

Competent contractor inspects fire panel and alarm system monthly, smoke alarms annually and emergency lighting on a quarterly basis.

With Existing Controls:

Low

Further Control Measures

Hazard 12. Manual lifting, handling or carrying

Musculo-skeletal injury from push, pull, lift load

Existing Control Measures

No significant manual handling activities carried out by staff, if manual handling has to be completed no staff member should attempt to do any activity beyond their individual capability.

If in doubt STOP work and speak to line manager

Basic manual handling tool box talk delivered to staff to provide awareness of manual handling principles.

With Existing Controls:

Low

Further Control Measures

Hazard 13. Asbestos

Exposure to asbestos fibres

Existing Control Measures

In house asbestos survey completed and management plan in place.

All HSO have completed Asbestos Awareness training.

Asbestos register checked before any intrusive work undertaken.

With Existing Controls:

Low

Further Control Measures

Risk Assessment

Hazard 14. Legionella

Exposure to bacteria from water droplets created by the opening of taps and other outlets.

Existing Control Measures

Water management system in place and HSO's undertake regular flushing of outlets.

Water system inspected and maintained by in-house Deputy Responsible Person for Legionella Control.

All staff are trained in legionella awareness and flushing.

With Existing Controls:

Low

Further Control Measures

Hazard 15. Events / Activities

Injury and property damage though poorly organised events, such as BBQ or social nights.

Existing Control Measures

Tenant to inform HSO of any events they are organising.

Each event will be reviewed and further assessments carried out as required to ensure the event is organised and run safely.

Also see infection, prevention and control section of this risk assessment.

Further Control Measures

Hazard 16. Tenants not reporting defects

Defects not being reported and potential safety issues not being corrected.

Existing Control Measures

Tenants encouraged to report defects or issues as and when identified, contact phone numbers posted on Notice Boards throughout the schemes.

With Existing Controls:

Low

Further Control Measures

Risk Assessment

Hazard 17. Failure of gas service

Gas leaks, fires and explosions

Existing Control Measures

All gas services are inspected by Gas Safe engineer.
Gas Safe certificates displayed on notice boards in each scheme.

Further Control Measures

Hazard 18. Tenant unable to call for assistance

Reduced response time in event of emergency resulting in increased injury or fatality.

Existing Control Measures

Alarm system identifies faults and HSO can see these when they log on.
Tenant systems tested by HSO three monthly and six monthly for communal areas.
System defaults to mobile phone network in the event of landline failure.

With Existing Controls:

Low

Further Control Measures

Lift alarms are checked weekly.

2. Infection Prevention and Control

Description of Activity:

Sheltered housing schemes across the PCH estate house some of our most vulnerable residents. During the Covid-19 pandemic guidance from the Health Protection Team and Government require infection, prevention and control (IPC) measures remain within higher risk residential schemes. This assessment sets out the IPC controls implement within our schemes to keep residents, staff and visitors as safe as possible during the relaxation of Covid restrictions and future national or global pandemics.

This assessment should also be read in conjunction with RA003419_6-Pandemic (i.e. Covid-19) Corporate Risk Assessment.

Risk Assessment

Hazard 1. General Environments/Communal Areas

Potential transmission (to/from) during a pandemic (such as Covid-19)

Existing Control Measures

Essential and emergency services will be provided on site. Staff should limit contact with vulnerable people and work remotely where possible. Also refer to RA003419-9 Pandemic (i.e. Covid-19) Corporate Risk Assessment.

Communal areas are regularly cleaned including high touch points by PCH's environmental services team.

Staff are required to maintain high standards of personal hygiene and use hand washing facilities or using sanitizers before, during and after leaving sheltered housing schemes.

Appropriate signage is displayed to remind residents, staff and visitors to:
 Maintain hygiene standards, wash hands or sanitize
 Limit close contact with those you do not usually live with.
 Advised to wear face coverings in crowded area.
 Dispose of used tissues etc appropriately, e.g. "catch it bin it kill it"
 Avoid touching eyes, nose and mouth.

Where possible ensure premises are well ventilated, by leaving windows and internal doors open.

When moving around or working in communal areas of sheltered schemes all staff are advised to wear face coverings.

Residents will receive advice and information strongly advising them to wear face coverings and maintain distance to reduce the risk of transmission to staff and residents.

With Existing Controls:

Medium

Further Control Measures

Risk Assessment

Hazard 2. Communal Lounges

Transmission or contraction of COVID-19 through close contact with others.

Existing Control Measures

Each room contains sufficient seating and tables for its capacity. Where possible seating is spaced to provide distance between users.

Hand sanitizers are provided with signage in place to encourage users to sanitize hands.

Signage is in place to encourage users to wear face coverings and maintain social distancing wherever possible, in line with government guidance for indoor spaces for clinically vulnerable people.

Daily cleaning regimes are in place including enhanced cleaning of high touch points such as door handles, chair arms, surfaces, tables, toilet facilities etc.

Sanitizing wipes are provided for residents to use when using the communal lounges.

During a defined outbreak in a shelter scheme, lounges will be close in line with PCC and Public Health Team guidance. Also see hazard 6 for more information.

With Existing Controls:

Medium

Further Control Measures

Risk Assessment

Hazard 3. Toilet and kitchen facilities

Transmission or contraction of COVID-19 through use of using communal welfare and kitchen facilities.

Existing Control Measures

Toilet facilities must be well stocked with soap, paper towels or suitable hand drying facilities, toilet rolls and cleaned regularly.
 Signage is in place promoting good hand washing techniques in toilets and kitchen areas.
 Waste bins are emptied daily during general cleaning.

We strongly advise that the number of people using kitchen areas at any one time will be limited to encourage residents to reduce close contacts with others. This should be limited to one or two residents depending on the size of the kitchen in the scheme.

Sanitizing wipes will be provided to enable users to wipe down high touchpoints such as light switches, door handles kettles and taps.

Residents will be encouraged to use their own cups, crockery and cutlery and clean them in their own properties wherever possible.

Used cups, crockery and cutlery, must not be left in the kitchen area.

Wherever possible residents will be encouraged to bring their own food into the communal lounge, preferably in sealed packages.

Information and guidance will be given to residents.

With Existing Controls:

Medium

Further Control Measures

Risk Assessment

Hazard 4. PCH and Partner led activities

Transmission or contraction of COVID-19 through attendance at PCH or partner led activities.

Existing Control Measures

Wherever possible activities will be organised to limit close contact with other participants. Participants will be encouraged to wear face coverings, particularly when moving around the lounge. If the activity is seated, face coverings could be removed, with direction from the facilitator/s.

Information on PCH's IPC measures will be given to partners organising activities. Partners will be expected to follow the control measures in place for each scheme.

Partners will provide relevant risk assessments and documentation for the activities they are providing. These will be reviewed and agreed in advance of the activity taking place by the HWS team. The health and safety team will provide any additional support if needed.

Participants will be reminded by facilitators to use hand sanitizers and sanitizing wipes provided where necessary.

To assist with preventing the spread of Covid-19, participants at PCH or partner led activities will be encouraged to check in using QR codes or the facilitator will request permission to record their attendance. Written records of attendance will be securely kept for 21 days.

With Existing Controls:

Medium

Further Control Measures

Hazard 5. Resident led activities.

Transmission or contraction of COVID-19 through resident led activities, such as bingo.

Existing Control Measures

PCH will provide guidance to residents organising activities to ensure they are aware and understand the rules for using the communal lounges.

Lounges will require cleaning, by the organiser or as part of the PCH cleaning regime depending on the time the activity is held.

As a minimum organisers will be required to wipe down high touchpoints and ensure any rubbish is removed from the lounge.

With Existing Controls:

Medium

Further Control Measures

Risk Assessment

Hazard 6. Reporting and controlling an outbreak in a sheltered housing scheme

Increased infections throughout the scheme, placing more people at risk. An outbreak is declared when two or more confirmed positive cases with symptoms onset within 14 days in a sheltered scheme with shared facilities. The outbreak ends 28 days after the onset, if there are no further cases.

Existing Control Measures

Residents who are self-isolating, symptomatic or have tested positive for Covid-19 must not attend / use communal areas and isolate in accordance with government guidance.

The local authority (PCC) and Health Protection Team will be notified as required by government requirements.

PCH will work with PCC and HPT and follow the advice given by them during an outbreak within a shelter housing scheme.

Each outbreak will be assessed and appropriate actions for each individual scheme taken. These may include (but not exhaustive):

- Enhancing cleaning regimes,
- Closure of lounges,
- Amending laundry times and limiting access to, e.g. one person at a time,
- Limiting number of staff attending site,
- Restricting visitors,
- Attending multi agency meetings,
- Providing relevant information as requested by enforcement agencies etc.

Properties of resident isolating will be flagged on the Northgate system and any face to face meetings and non-essential works delayed until it is safe for staff to attend.

Face to face appointments will be suspended and any interaction with residents will be carried out remotely until it is safe (28 days from the onset without any new infections, and it is safe to do so).

With Existing Controls:

Low

Further Control Measures

Risk Assessment

Hazard 7. Clinically Extremely Vulnerable Residents

Clinically extremely vulnerable (CEV) residents are at higher risk of experiencing or developing serious ill-health issues if they contract the virus.

Existing Control Measures

CEV residents will be advised to limit close contact with people outside of their household and people who they do not usually have contact with, meet outside wherever possible and maintain social distancing wherever possible.

CEV residents will be encouraged to have the two inoculations against Covid-19 and will be notified of the booster jab programme beginning in Sept 2021.

With Existing Controls:

Medium

Further Control Measures

Hazard 8. Guest rooms

Family of residents are able to book a stay in the schemes guest rooms. Potential transmission or contraction of Covid.

Existing Control Measures

Booking documentation to be updated. Rooms will close in the event of an outbreak.

With Existing Controls:

Medium

Further Control Measures

Actions

Reference: RA000042/12

Sign-off Status: Approved

Actions associated with this Risk Assessment

***** No Actions have been recorded*****