


Supported Steps CIC

171 Albert Road, Farnworth, Manchester, BL4 9HP

Current Risk Level

 Risk is Low

Risk Category:	Visitors, Contractors, Staff, All service users			
Completed by:	HW Hayley Whittaker	Completed on:	20 Jul'20	Review due: 20 Oct'20

Actions	Required control measures	The hazards
NA	NA	NA

1 Hazard

Covid-19 is spreading. It is currently not in our service.

Additional Note:

Increased risk of Covid-19 spreading due to frequent visits to varying properties and clients, and risk control measures ranging between these.

Control measures	Notes	In place
Advise those affected or who have had contact with those affected to stay away from the service until they are 7 days clear of any Covid-19 symptoms (cough, fever, shortness of breath).	Written notices, posters, clear policies and procedures are in place around the office for any staff and visitors to see. Also, all service users are required to undertake a Covid-19 risk assessment prior to any support being offered to them. As well as information in terms of keeping themselves and others safe during the pandemic to help reduce risks wherever possible.	in place
Ensure that all people entering the service, where required, wash their hands for 20 seconds as per guidance.	A handwashing station is stationed immediately upon entrance to the service, and all visitors / staff members are asked to wash their hands for 20 seconds upon entrance and exit as standard.	in place
Ensure that people sneeze and cough	Tissues and bins are readily accessible	in place



Risk Assessment for Visitors, Contractors, Staff, All service users-Coronavirus


Risk Assessment

Coronavirus

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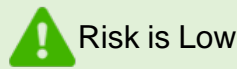
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into tissues and dispose of tissues immediately and then wash their hands.	in various areas around the office, waiting and training areas.	in place
Do not shake hands on greeting visitors to the service.	All staff and visitors to the service are made aware that we have a 'No Touch' policy in place during the current pandemic, and with this, no hand shaking will take place. Posters / information is clearly visible on the walls in and around the office, waiting and training area to support this.	in place
Ensure that all service users and families are supported to create/update their Advance Care Plan.	All service users and families will undertake a Covid-19 risk assessment prior to any support being offered to them, which will be added / updated as part of their Care and Support Plan. All service users and family members will also be given information in terms of keeping themselves and others safe during the pandemic to help reduce risks wherever possible.	in place

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2 Hazard

Covid-19 may infect those in our care.

Additional Note:


Everyone we support is at risk, although all necessary precautions will be taken at all times by our staff to reduce any risks of transmissio

Control measures	Notes	In place
Reduce the risk of Covid-19 by promoting handwashing, the use of tissues when coughing/sneezing (or crook of elbow) and the immediate disposal of used tissues.	All staff will have the correct PPE and hand sanitiser readily available to use whilst working with service users in the community. Staff will also be reminding and encouraging service users and families to follow safety / risk control measures wherever possible to reduce risks to themselves and others.	in place
Limit unnecessary visitors to the service.	Supported Steps has reduced the number of visitors to the service. The maximum capacity for visitors will be 5 at any given time during the pandemic. All staff / visitors in the service will follow strict social distancing measures. Information regarding these measures are clearly visible on posters around the office, waiting and training areas. As well as on the main door windows before anyone meters the building.	in place
Avoid large gatherings in the service.	Supported Steps has reduced the number of visitors to the service. The maximum capacity for visitors will be 5 at any given time during the pandemic. All staff / visitors in the service will follow	

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	strict social distancing measures. Information regarding these measures are clearly visible on posters around the office, waiting and training areas. As well as on the main door windows before anyone meters the building.	in place
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3 Hazard

Staff with pre-existing conditions will be at risk of significant ill health if exposed to the virus.

Additional Note:

One staff member at higher risk due to heart defect / pacemaker fitted; Another at higher risk due to pregnancy - currently 12 weeks gestation, EDD 08/02/2021

Control measures	Notes	In place
RAG rate all staff based on their known health status.	Individual Risk assessments have been completed for two staff members - one of whom has a heart condition and pacemaker fitted. The other is pregnant. These risk assessments will be reviewed at regular intervals throughout the pandemic, and any staff members with new or pre-existing illnesses will be subject to the same risk assessments as required.	in place
Protect those at significant risk from exposure to the virus.	All staff members with pre-existing conditions will be placed on reduced duties, or have extra control measures put in place in order to support safe working conditions throughout the pandemic. These will be reviewed at regular intervals as part of the ongoing	in place



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	risk assessments.	
Seek medical advice as necessary.	All staff are advised to follow guidance provided to them by Supported Steps (government guidance) re: their health, symptoms of Covid-19, and what to do if they need to seek medical advice or attention.	in place

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4 Hazard

Covid-19 will affect a significant number of staff.


Additional Note:

All necessary precautions will be taken to reduce the risk of infection.

Control measures	Notes	In place
Ensure staff use appropriate PPE.	All staff will have the correct PPE and hand sanitiser readily available to use whilst working with staff or service users in the office and / or community. Staff will also be reminding and encouraging service users, families, and carers to follow safety / risk control measures wherever possible to reduce risks to themselves and others in the community.	in place
Seek support from relatives of service users and volunteers to support service users.	Supported Steps already aim to involve the relatives of service users wherever possible as standard. However, during the current pandemic, more frequent and specifically focused conversations will take place between support workers and family members to ensure continuity of care wherever possible in the absence of support staff due to Covid-19.	in place

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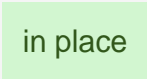
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5 Hazard

Shortage of Personal Protective Equipment (PPE).

Additional Note:

We have a strong supply of PPE currently, and will order supply amounts in order to reduce risks if shortages should happen.

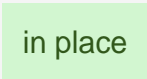
Control measures	Notes	In place
Liaise with suppliers, the Local Authority and Public Health England to secure PPE.	Supported Steps already have a strong supply of PPE from a regular contracted provider. However, will aim to keep surplus provisions in stock to help in the event of any PPE shortages.	

6 Hazard

Shortage of soap

Additional Note:


We have a strong supply of Soap / Hand Sanitiser currently, and will order supply amounts in order to reduce risks if shortages should happen.

Control measures	Notes	In place
Liaise with suppliers, the Local Authority and Public Health England to secure soap.	Supported Steps already have a strong supply of Soap from a regular contracted provider. However, will aim to keep surplus provisions in stock to help in the event of any Soap shortages.	

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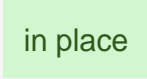
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7 Hazard

NHS and Social Care will have a general shortage of staff

Additional Note:


A shortage of NHS / Social Care staff could increase risks of infection spreading due to the possibility of increased visits / a need to help bridge gaps in care and support.

Control measures	Notes	In place
Refer to COVID-19 111, to ensure staff follow national guidance. Keep an up-to-date list of staff availability.	In the event of NHS / Social Care staff shortages, Supported Steps staff will follow all related guidance and offer additional support wherever it is safe for us to do so.	

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8 Hazard

Risk of exposure to COVID-19 by use of agency staff used to cover self-isolating staff.

Additional Note:


Although all necessary precautions will be taken to reduce infection risks where possible, having to use agency staff could increase risks of infection spreading due to the possibility of lower levels of skills and competence to deliver safe care and support in our absence.

Control measures	Notes	In place
Reducing the need for agency staff by the use of advance care planning and flexible rota working.	Supported Steps will only ever use agency staff if all other options have been exhausted in providing our own in-house trained support staff. Managers would always aim to complete support visits where possible prior to using agency staff, to try and maintain the level of safety, competence and professionalism our service users expect to receive as standard. Where agency staff have to be used to aid staffing shortages, they will be provided with clear reading guidance on our operating standards and expectations in terms of professionalism, and health and safety.	in place
Where agency staff are used, block booking the same person will reduce the risk of staff travelling to different areas and service users.	All necessary measures such as these will be taken in order to reduce risks of the infection spreading further. Clear guidance / procedures will be provided to all agency workers re: Covid-19 and ways to reduce the risk of infection.	in place

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9

Hazard

Service users may die from Covid-19

Additional Note:

All necessary precautions will be taken to reduce the risk of infection spreading, particularly for individuals who have underlying health risks. However, the reality is that due to a lack of research around Coronavirus, we do not know the full extent of the effects, and must ensure we prepare for any outcome.

Control measures	Notes	In place
Support service users and families to create an Advance Care Plan.	As part of service user's Covid-19 risk assessments, advance care (contingency) plans will be agreed between Supported Steps, service users and their families in order to ensure continuity of care and support wherever possible in the wake of lockdown / quarantining measures or staff shortages should they happen during the current pandemic.	in place
Educating service users, relatives and staff as to the importance of Advance Care Plans.	Supported Steps will provide all relevant information to its staff, service users, family members and carers in order to ensure the importance of advanced or contingency care planning in order to offer continuity of care wherever possible, and keep everyone safe in the wake of the current pandemic.	in place
Ensure that all staff know what each service users Advance Care Plan	All staff members have remote / easy access to service user's care and	



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states and that staff take all necessary steps to support the service users wishes.	support plans via the Access Planning app on their mobile devices. All staff will be made aware of the importance of the details contained in these plans and the need to be aware of what each individual's plan states ahead of any unexpected changes to service provision.	in place
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