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# **REOPENING OF THE CENTRE UK**

**BURY ST EDMUNDS  
&  
HAVERHILL**

**27<sup>th</sup> JULY 2020**

**BUILDING  
RISK ASSESSMENT**

**COVID-19**



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## The Centre Re-opening - Service Risk Assessment



### RISK ASSESSMENT / CHECKLIST FOR DAY SERVICE REOPENING – JULY 2020

#### **General notes:**

- This form is intended to support Day Services **in their decision-making process** with regards to their ability to facilitate the reopening of services.
- This Risk Assessment / checklist should **be used, added to, and modified to suit your Service**. As many points as possible have been included, but you will need to adapt this to your own context and Service including adding further measures and mitigations. You should fill in the blanks as appropriate and ensure any dates for action are completed.
- During this evolving situation please monitor and follow government guidance given in the web links provided at the end of the document.
- Further guidance on risk assessments in general can be found on at the HSE (links below).

#### **Notes on completion:**

- The form is a series of **positive** statements reflecting the safety of personnel in a Service where 'reopening' is planned. Against each statement, you need to tick either 'yes' or 'no / NA'.
- If you answer 'no' to a statement, you need to either complete that point by putting in measures to meet the standard **OR** note why you cannot do that. If it is not applicable, please note why.
- Work your way through the risk assessment checklist and judge at the end whether you are able to facilitate increased numbers of customers and staff at this point in time.
- Please do not forget that **you may need to add in additional points which are specific to your service**. The Word document will expand to enable further writing.
- Each main section is numbered 1.0 – and the standards are numbered within the section. When you note your additional controls needed **OR** note that you cannot meet the standard, you can mirror the numbers in the second column, so it makes it clear for you.
- There are a number of areas which point to Government, Public Health England or NHS guidance and those links are available at the end – documents are embedded if available. Sources are cited.
- Once completed it is expected of you to consult with your staff on your decision to facilitate reopening.
- You must share your completed assessment with all staff and ensure that you make the assessment readily available to parents / carers.
- **The decision to facilitate reopening is down to your individual service and should be made in liaison with all staff, as far as is possible. Ensure your Premises Responsible Person assists with this assessment. Ensure you liaise with the Local Authority when decisions are made.**



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## RISK ASSESSMENT / CHECKLIST FOR REOPENING

<b>Date of assessment:</b>	22/07/2020	<b>Assessed by (job title / name):</b>	KERRY SEARLE HR/FINANCE MANAGER
<b>Local reference number:</b>		<b>Other people involved with this assessment:</b>	John Molrey Company Director
<b>Name and address of service:</b>	30 EASTERN WAY BSE SUFFOLK & 3 ROOKWOOD WAY HAVERHILL	<b>Reason for assessment:</b>	Reopening of the Day Service to customers and staff on 27/07/2020 during the COVID-19 situation.
<b>Identification of risks:</b>	<ol style="list-style-type: none"> <li>1. Infection Control</li> <li>2. Social Distancing</li> <li>3. PPE</li> <li>4. Staff and their family groups</li> <li>5. Customers and their family groups</li> <li>6. First Aid/ Medical Needs</li> <li>7. Premises Management</li> <li>8. Risk Administration</li> </ol>		
<b>Harm which could occur:</b>	<p>Catching or spreading the COVID-19 virus. This is a virus which has serious effects which debilitates those who have caught it and causes immense distress both physically and mentally. The UK has suffered huge fatality rates. Infection may happen through contact with someone with a confirmed case of COVID-19, those who have come into contact with a confirmed case of COVID-19 and those who have been notified by a Public Health Agency that due to contact with a diagnosed case they are open to exposure. Categories of people who are especially at risk from infection are clearly described in the Government's published guidelines (link at end) and those people should be shielded or self-isolating.</p> <p><b>ALL personnel should be consistently adherent to the social distancing rules.</b></p>		



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What are the hazards or where are the dangers?	Control Measure / Standards checklist These are things which are needed to control the spread of the virus as far as reasonably practicable.	Yes, they are in place	No, they are not in place / NA	Our service needs to add these following control measures to reduce the risk as far as possible, OR this is why we cannot meet this standard:	Action by when and by who?	Additional Action Completed (initials and date)
<b>1.0</b> <b>Catching and spreading the virus due to not having appropriate Infection Control measures in place</b>	1. We provide welfare facilities for staff and customers which contain suitable amounts of handwash and the correct temperature of water 2. We ask that everyone washes their hands thoroughly for at least 20 seconds, and as frequently as advised by PHE 3. As far as possible, we monitor customer's hand hygiene after they use the toilet in line with usual hygiene practice 4. We provide hand sanitiser for when soap and water is not readily available 5. We provide hand cleaning facilities or hand sanitiser at the entrance and exit which everyone is encouraged to use via customer / staff awareness or via notices for volunteers/essential visitors.	<b>YES</b>          <b>YES</b>		<b>THIS IS PROVIDED AT ALL TIMES</b>		



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	<p>6. We provide (or ask staff and customers to provide their own) tissues for those suffering from hay fever / common cold etc. Everyone is instructed to use their tissues when coughing or sneezing and then place the used tissue in the bin before washing their hands.</p> <p>7. We provide lidded bins with pedals where reasonably practical.</p> <p>8. Anyone either suspected or confirmed as having caught COVID-19 will be isolated and the appropriate measures followed in line with Government / PHE advice.</p> <p>9. Everyone is reminded to not touch their eyes, nose or mouth and to wash hands afterwards if this occurs.</p> <p>10. We will try to avoid working with paper/other materials that are shared in a way that may aid transmission.</p> <p>11. We wipe down any items which customers have used, in between users, to include working tools, stationery etc.</p>	<p>YES</p> <p>YES</p> <p>YES</p> <p>YES</p> <p>YES</p> <p>YES</p>		<p><b>WILL BE ASKED TO RETURN HOME OR WILL RING FOR EMERGENCY SERVICE</b></p> <p><b>SIGNAGE IS PROVIDED TO HELP AND REMIND CLIENTS</b></p> <p><b>IF CLIENTS USE PAPER THEY WILL BE ALLOCATED WITH FOR THEIR OWN USE</b></p> <p><b>WE HAVE CLEANING PROCESS IN PLACE</b></p> <p><b>DAILY CLEANING IS REQUIRED</b></p>		
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	<ul style="list-style-type: none"> <li>• Lift and hoist controls</li> <li>• Machinery and equipment controls</li> <li>• Eating areas, including chairs, door handles</li> <li>• Keyboards, photocopiers and other office equipment</li> <li>• Telephone equipment</li> <li>• Staff kitchenette areas – dishwasher, kettle, cupboards, microwaves</li> </ul> <p>15. We are encouraging staff to bring in their own mugs etc for their own use each day, and to take them home after washing.</p> <p>16. We have a system in place to ensure visitors to the Service are only those making essential visits (e.g., pre-planned maintenance / social care emergencies etc)</p> <p>17. We recognise that where needed, fire doors can be propped open to reduce the need for touch and will adhere to fire protection measures by ensuring that they are closed after general use</p>	<p>YES</p> <p>YES</p>	<p>NO</p>	<p><b>WE HAVE ALLOCATED ONE FOR SOLE USE ALLDAY</b></p> <p><b>ONLY APPOINTMENTS BOOKED IN WITH SITE OFFICES ARE AUTHORISED ENTRY</b></p>		
<p><b>2.0</b></p>	<p>1. We maintain, as far as possible, two metre social distancing in line with PHE guidance and</p>	<p>YES</p>		<p><b>SIGNAGE IS IN PLACE TO REITERATE THIS TO CLIENTS AND STAFF</b></p>		



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<p><b>Catching and spreading the virus due to not ensuring 2m social distancing is followed in Service</b></p>	<p>educate our customers and staff on this consistently</p> <p>2. We have been able to arrange part time or staggered time service and therefore the numbers of staff and customers on site at one time is still minimised as far as possible.</p> <p>3. We have communicated with parents and carers to make them aware of the times allocated for attendance</p> <p>4. We have reviewed the total space available for activities and have deemed the areas 'controllable' and safe</p> <p>5. We are able to ensure that customers sit at separate tables and that these are two metres apart – where tables do not apply, then alternative seating will be at the advised distances.</p> <p>6. We have moved furniture and equipment so that safe movement (i.e., 2m apart) is possible.</p> <p>7. We have ensured that fire exits, and routes are not compromised.</p> <p>8. We have considered the manual handling issues surrounding these tasks and will refer to</p>	<p>YES</p> <p>YES</p> <p>YES</p> <p>YES</p>	<p>NO</p>	<p><b>THIS IS NOT NEEDED AT PRESENT AS NUMBER OF CLIENTS</b></p> <p><b>EMAIL WERE SENT TO ALL CLIENTS WITH EMAIL ADDRESS AND CONTACT BY PHONE FOR ANY OTHERS</b></p> <p><b>WE HAVE REMOVED OR REDUCE AREAS ACCORDINGLY, SUCH AS COMPUTER SUITE- WORKSHOP</b></p> <p><b>SITE AREAS ARE LARGE ENOUGH FOR NUMBER OF ATTENDEES</b></p> <p><b>WE HAVE REMOVED SEATING FROM OUR CANTEEN SO THAT SD IS ADHERED TO.</b></p>		
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	our separate manual handling risk assessment so it can be done safely.	YES			
	9. We are able to ensure a clear and safe route around the premises and outdoors and have included either one-way systems which are clearly marked or supervised.	YES			
	10. We are clear with our parents and carers regarding ongoing attendance during this situation if maintaining social distancing is not possible.	YES			
	11. We have a system in place to monitor how many people are on site at one time and where they 'should' be.	YES			
	12. Personal Emergency Evacuation Plans (PEEPs) already in place will continue and we have reviewed these in light of changing the Day Service space.	YES			
	13. We have reminded customers and staff that if a service evacuation is needed (e.g., fire alarm) then the social distancing rules will still apply as far as reasonably practicable	YES			
				<p><b>TO THE BEST WE CAN, GIVING ONLY STAFF ACCESS AND LIMITING CLIENTS</b></p> <p><b>ALL CLIENTS/CARERS ETC HAVE BEEN ISSUED WITH OUR PROCEDURES AND THEREFORE THIS WILL BE MONITORED BY STAFF ON A DAILY BASIS</b></p> <p><b>CLIENTS RA HAVE BEEN COMPLETED</b></p>	





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<b>3.0 Catching and spreading the virus due to not using appropriate PPE when social distancing is not possible</b>	<ol style="list-style-type: none"> <li>1. Where social distancing is not possible in Day Service settings (such as intimate care) we provide PPE in line with PHE advice and 'donning and doffing' advice</li> <li>2. We seek appropriate guidance about the need for Personal Protective Equipment (PPE) and all staff have access to this guidance. This includes the sharing of Suffolk Headlines newsletters, and the PHE / DfE / Gov.UK information.</li> <li>3. We access and provide appropriate PPE where it is needed.</li> </ol>	<p><b>YES</b></p> <p><b>YES</b></p> <p><b>YES</b></p>		<b>WE HAVE PROVIDED PPE FOR ALL STAFF &amp; CLIENTS ATTENDING THE CENTRE</b>		
<b>4.0 The impact on staffing, and</b>	<ol style="list-style-type: none"> <li>1. Any existing individual staff risk assessments (to include those with disabilities, new / expectant mothers etc) have been reviewed in</li> </ol>	<b>YES</b>		<b>WILL BE ONGOING AND MONITORED AS WE GO FORWARD</b>		



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<p><b>staff welfare due to the risk of catching and spreading the virus</b></p>	<p>light of the potential reopening, and we work with that staff member to ensure they are not further compromised.</p> <p>2. Staff are aware of what to do if anyone on the premises finds they have a new, persistent cough and/or a high temperature.</p> <p>3. All staff are aware of what action to take if members of their household need to self-isolate OR are confirmed as having the virus.</p> <p>4. We have ensured that all staff understand the responsibility of cleaning down in their own areas.</p> <p>5. Our staff have been trained to administer medications or provide intimate care and are aware of the need for increased controls in each customer’s situation, to include the use of PPE if required.</p> <p>6. We understand that any member of staff that is within the <a href="#">Clinically extremely vulnerable group</a> must not attend Service as per the Government guidelines until clinical professionals (NHS / PHE) confirm it is safe – this also includes those who live with extremely vulnerable people.</p>	<p>YES</p> <p>YES</p> <p>YES</p> <p>N/A</p> <p>YES</p>		<p><b>CLIENTS WILL BE GREETED AND ASK HOW THEY FEEL ETC AND IF ANY SIGNS OF NOT BEING WELL WILL BE RETURNED HOME IMMEDIATELY</b></p>		
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	<p>7. We risk assess on an individual basis if we have staff member who meet the criteria of being at a 'moderate' risk of infection. This identifies any suitable control measures that must be in place before returning to service. If their safety cannot be assured, they will not be required to attend, and they will be consulted with.</p> <p>8. We recognise that these times are incredibly stressful for staff, customers and parents / carers. Therefore, we are sharing all our resources for good mental health and wellbeing and signpost to relevant professional bodies.</p> <p>9. We are aware of the Leadership Wellbeing assistance from the LA.</p> <p>10. We are actively promoting our Employee Assistance Programme and the Occupational Health Service to all staff via notice boards, email communication and word of mouth.</p> <p>11. We are aware of the Stress and Mental Health web pages on the H&amp;S site on Suffolk Learning, where resources can be found for staff.</p>	<p><b>YES</b></p> <p><b>YES</b></p> <p><b>YES</b></p> <p><b>YES</b></p> <p><b>YES</b></p>				
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	<p>12. We ensure that all staff are informed in a timely way of any changes at the service and of any risks to their health and wellbeing.</p> <p>13. We ensure that all staff are listened to, and their concerns taken on board.</p> <p>14. We have ensured that a staff shift rota is in place so as to keep social distancing maintained.</p> <p>15. We have arranged the rota so that the staffroom is not overcrowded so that social distancing can be maintained.</p> <p>16. We have designed an induction session (or sessions) for those staff and customers who have not been present at the Service until now, so they are clearly aware of any changes to the day to day running of the Service.</p> <p>17. We have considered alternative ways to show parents and carers how we are conducting all practices and activities during this current situation (e.g., perhaps by video, etc).</p> <p>18. We have ensured that all staff are aware of any changes in health and safety protocols, especially if they are returning to work.</p>	<p><b>YES</b></p> <p><b>YES</b></p> <p><b>N/A</b></p> <p><b>N/A</b></p> <p><b>YES</b></p> <p><b>YES</b></p> <p><b>YES</b></p>		<p><b>WE HAVE ALWAYS HAD INDUCTION SESSION FOR NEW STARTERS</b></p> <p><b>WE ARE LOOKING INTO DIFFERENT FORMATS</b></p>		
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		YES			
<b>5.0</b> <b>The impact on customers welfare due to the risk of catching and spreading the virus</b>	1. We regularly remind parents / carers of what to do if members of their household need to self-isolate OR are confirmed as having the virus.	YES		<b>THIS WILL BE GIVEN AS UPDATES AS OFTEN AS REQUIRED</b>  <b>N/A BUT IF WE KNOW CLIENTS THAT IS SHIELDING WE CONTACT REGULARLY TO CHECK ON THEM</b>   <b>WE HAVE SUPPLIED AND WILL SUPPLY RA FOR CLIENTS HOMES ETC, HOWEVER WE REQUIRE THE HOMES</b>	
	2. We ensure extremely vulnerable people are shielding themselves, following their specific medical advice.	YES			
	3. We have completed Risk Assessments/ checklists for all our customers with them or their parents / carers	YES			
	4. We understand that any customers that are within the <a href="#">Clinically extremely vulnerable group</a> must not attend Service as per the Government guidelines until clinical professionals (NHS / PHE) confirm it is safe – this also includes those who live with extremely vulnerable people.	YES			
	5. We risk assess on an individual basis if we have customer who meet the criteria of being at a ‘moderate’ risk of infection. This identifies any suitable control measures that must be in place before returning to service. If their safety	YES			



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	cannot be assured, they will not be required to attend, and they will be consulted with.			<b>RA FOR CLIENTS TO ATTEND OUR SERVICE</b>		
<b>6.0 Catching and spreading the virus when giving or receiving first aid and / or supporting customers and staff with medical needs</b>	<ol style="list-style-type: none"> <li>1. We have risk assessed the situation of having limited or appropriately qualified staff available to administer first aid.</li> <li>2. We currently have appropriate numbers of, and appropriately qualified first aiders for our cohort.</li> <li>3. We will seek guidance from the LA (H&amp;S) if we are concerned about our first aid provision.</li> <li>4. We have ensured that access to first aid facilities is maintained and our service is suitably stocked with first aid equipment.</li> <li>5. We have ensured that all our equipment for moving and handling of customers has been inspected before use. This includes the statutory 6-month checks (under LOLER).</li> <li>6. We have ensured that relevant cleaning materials to include wipes are provided</li> </ol>	<b>YES</b>		<b>FIRST AIDERS ARE ON SITE</b>		
		<b>YES</b>				
		<b>YES</b>				
		<b>YES</b>				
		<b>N/A</b>				





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	wherever the equipment is, and that staff are aware of cleaning protocols surrounding lifting equipment.	YES				
<b>7.0 Catching and spreading the virus whilst maintaining premises management controls</b>	<ol style="list-style-type: none"> <li>1. If we have contractors on site, we have asked that they must provide a suitable and sufficient risk assessment for the activities they carry out which must include Covid-19.</li> <li>2. We ensure that all planned or reactive maintenance is carried out, out of hours unless seen as an emergency.</li> <li>3. Where we have a shared site, we have ensured that we are working together and sharing our risk assessments to provide a safe area for everyone.</li> <li>4. There is a system of communication between us and any other setting which shares our site and we ensure regular discussion of this topic.</li> <li>5. The service has ensured that relevant property statutory compliance checks have been completed and records updated.</li> <li>6. Daily and weekly checks have been reinstated and we are up to date with all premise's checks.</li> </ol>	<p>YES</p> <p>YES</p> <p>N/A</p> <p>N/A</p> <p>YES</p> <p>YES</p>				<p><b>ALL CHECKS THAT ARE NEEDED THROUGH SUPPLIERS ETC WIL BE BOOKED INTO EACH SITE THROUGH THE OFFICE AND HAVE TO BE AUTHORISED BEFORE ENTRY IS ALLOWED</b></p>



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	<p>7. We refer to our Premises Management Logbook to ensure that all checks are carried out. These include but is not restricted to:</p> <ul style="list-style-type: none"> <li>i. all fire precaution checks as per the Fire Logbook</li> <li>ii. safety of gas supplies</li> <li>iii. visual checks on electrical services and equipment</li> <li>iv. inspection of lifts and lifting equipment</li> <li>v. water temperatures and flushing of systems</li> <li>vi. perimeter fencing</li> <li>vii. noting any damage to the fabric of the building</li> </ul> <p>8. We have relocated all external waste bins if they are difficult to access without maintaining the 2m rule.</p> <p>9. We have ensured that the external waste bins are <b>still</b> safe from being an arson or climbing risk.</p> <p>10. We ensure that all internal waste bins in every room and welfare facility are emptied daily and</p>	<p><b>YES</b></p> <p><b>YES</b></p> <p><b>YES</b></p> <p><b>YES</b></p>				
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	that the bin liners are fully secured before disposing of them.					
<b>8.0 Administration and the continual knowledge of the risks of catching and spreading the virus</b>	<ol style="list-style-type: none"> <li>1. We regularly review national guidance from Public Health England, the NHS and the Education related pages on GOV.UK – changes are apparently each day.</li> <li>2. We receive and read Suffolk Headlines and disseminate this to all staff which details further support and information.</li> <li>3. We are aware of how to get further advice from the ACS Contract Management and Operational teams at the LA if required.</li> <li>4. We actively seek guidance from our HR provider as required.</li> </ol>	<p><b>YES</b></p> <p><b>YES</b></p> <p><b>YES</b></p> <p><b>YES</b></p>				<p><b>WE ARE IN REGULAR CONTACT WITH OUR ACS LEAD</b></p>





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### Sources and information:

**Public Health England COVID-19 resources:** <https://coronavirusresources.phe.gov.uk/>

**Clinically vulnerable groups:** <https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>

**HM Government and NHS 'Coronavirus – Stay Alert, Stay Safe at Work':** <https://industrialstrategy.frontify.com/d/55EzeVU6rhza/covid-19-business-support#/keeping-your-business-safe/working-safely-guidance>

**Suffolk County Council – general COVID-19 information:** <https://www.suffolk.gov.uk/coronavirus-covid-19/>

**Coronavirus (COVID-19): looking after people who lack mental capacity:** <https://www.gov.uk/government/publications/coronavirus-covid-19-looking-after-people-who-lack-mental-capacity>

**Working safely during coronavirus (COVID-19):** <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/5-steps-to-working-safely>



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[www.thecentreuk.com](http://www.thecentreuk.com) [Enquiries@thecentreuk.com](mailto:Enquiries@thecentreuk.com)

**Coronavirus (COVID-19): guidance for care staff supporting adults with learning disabilities and autistic adults:**

<https://www.gov.uk/government/publications/covid-19-supporting-adults-with-learning-disabilities-and-autistic-adults/coronavirus-covid-19-guidance-for-care-staff-supporting-adults-with-learning-disabilities-and-autistic-adults#protecting-yourself-and-the-person-you-care-for>

**Guidance on shielding and protecting people who are clinically extremely vulnerable from COVID-19:** <https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19>

**COVID-19: infection prevention and control (IPC):** <https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control>

**Working safely during the coronavirus outbreak – a short guide:** <https://www.hse.gov.uk/news/assets/docs/working-safely-guide.pdf>