

Garbutt + Elliott RISK ASSESSMENT Meeting Clients in their Home <i>“Our Ways of Working”</i>	Assessed by:	Date:	Title of Assessment		
	Sarah Littlewood	08/09/2021	COVID-19: Meeting with clients in their home	RA-CV-07	
	Samantha Wright		Consultation with the Workforce & Publishing of this Assessment		
	Date to be reviewed	Gov. Updates/ Monthly	The workforce has been consulted during the development of this risk assessment.		
	Date of last review	4/07/2020	The final version of this risk assessment has been shared with the workforce and published on our website (The Government expects all employers with over 50 workers to do so).		
	Reviewed by	S Littlewood/ S Wright			

HAZARD	HAZARD LOCATION	WHO AFFECTED	INITIAL RISK			RISK CATEGORY	EXISTING RISK CONTROLS	FURTHER RISK CONTROLS NECESSARY	RESIDUAL RISK			RESIDUAL RISK CATEGORY
			L	S	R				L	S	R	
Social Distancing at Work Failure to maintain compliance with social distancing during completion of the task resulting in increased risk of transmission.	Client's Home	G+E staff Client	2	5	10	Medium	1. Meeting area to be well ventilated (doors and windows opened) to allow fresh air circulation of the meeting area.	1. If you feel unsafe or at risk at any point, undertake a personal risk assessment and leave the premises if necessary. We can re-plan a visit for a future date if appropriate, after ensuring everything is made safe.	2	5	10	Medium
Travelling to and Leaving Client's Home Failure to maintain compliance with social distancing during completion of the task resulting in increased risk of transmission.	Client's Home	G+E staff Client	2	5	10	Medium	1. Car sharing will be permitted. Ventilation is recommended. 2. G+E staff are required to wash/sanitise their hands whenever entering or leaving the client's home.	1. Personal PPE pack containing hand sanitiser, face masks, gloves and disinfectant wipes are available.	1	5	5	Low

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			L	S	R				L	S	R	
Moving around the Clients home Failure to maintain compliance with social distancing during completion of the task resulting in increased risk of transmission.	Client's home	G+E staff Client	2	5	10	Medium	1. Show consideration for clients and follow the clients lead on the wearing of face coverings.	1. Managers to continue to monitor the effectiveness of existing risk controls and amend as required	1	5	5	Low
Meetings Failure to maintain compliance with social distancing during completion of the task resulting in increased risk of transmission.	Client's home	G+E staff Client	2	5	10	Medium	<ul style="list-style-type: none"> - Rooms must be well ventilated / windows opened to allow fresh air circulation. - Sanitisation should take place of chairs/desktops and other touch points prior to and after any attended meetings. - 	Personal PPE pack containing hand sanitiser, face masks, gloves and disinfectant wipes are available	1	5	5	Low
Welfare (WC) Areas Failure to maintain compliance with social distancing and surface transmission prevention in the common areas resulting in increased risk of transmission.	Client's Home	G+E staff Client	2	5	10	Medium	<ol style="list-style-type: none"> 1. G+E staff may utilise the client's facilities unless instructed otherwise. 2. Wash or sanitise hands before and after using the facilities. 3. Avoid contact with frequently touched surfaces where possible 	Personal PPE pack containing hand sanitiser, face masks, gloves and disinfectant wipes are available	1	5	5	Low

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			L	S	R				L	S	R	
Accidents, Security and Other Incidents Failure to manage appropriately/ attempting to maintain social distancing during accidents and incidents.	Client's home	G+E staff Client	2	5	10	Medium	1. If G+E staff develop symptoms of COVID-19 or are observed to be displaying symptoms, they should remove themselves from the house and <ul style="list-style-type: none"> - Return home if safe to do so - If not able, driven home by another with additional controls: <ul style="list-style-type: none"> - Keep windows open - Keep distance (driver in front and passenger in rear) - Clean down vehicle following transport. - Ambulance to be used in an emergency. 	1. Emergency contact details should be kept up to date.	1	5	5	Low
Cleaning the Workplace <ul style="list-style-type: none"> - General Cleaning - Handwashing - Sanitation Facilities - Toilets Failure to reduce transmission through contact with contaminated surfaces by not keeping the workplace clean.	Client's Home	G+E staff Client	2	5	10	Medium	1. G+E staff are required to maintain the working area in a clean and hygienic manner. 2. It is expected that our clients will have cleaned the area prior to the meeting.	1. Personal PPE pack containing hand sanitiser, face masks, gloves and disinfectant wipes are available	1	5	5	Low

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<p>Hygiene:</p> <ul style="list-style-type: none"> - Handwashing - Sanitation Facilities - Toilets <p>Failure to reduce transmission through contact with contaminated surfaces or direct exposure to airborne particulates by not enforcing good hygiene practices.</p>	Client's home	G+E staff Client	3	5	15	High	<ol style="list-style-type: none"> 1. Avoid Greetings: Avoid physical greetings (hand shaking etc). 2. Practice respiratory hygiene: This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately. 3. All G+E staff must wash/sanitise their hands when entering and leaving the clients site. 4. Wash or sanitise hands before and after using the client's W/C facilities. 5. Avoid contact with frequently touched surfaces where possible e.g.: 6. G+E staff instructed in good personal hygiene practice. 7. If a member of G+E staff has helped someone who was taken unwell with a new, continuous cough or a high temperature, they do not need to go home unless they develop symptoms themselves. They should wash their hands thoroughly for 20 seconds after any contact with someone who is unwell with symptoms consistent with coronavirus infection. 	<ol style="list-style-type: none"> 1. If any waste is suspected to be contaminated by Coronavirus – it should be held for 72 hours prior to disposal as normal waste in alignment with DEFRA guidance. 2. Personal PPE pack containing hand sanitiser, face masks, gloves and disinfectant wipes are available 	1	5	5	Low

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<p>Handling Goods, Merchandise and Other Materials. And Onsite Vehicles</p> <p>Failure to reduce transmission through contact with contaminated surfaces by not keeping the workplace clean</p>	Client's home	G+E staff Client	2	5	10	Medium	<p>1. Manual Handling to be completed in accordance with Garbutt + Elliott's manual handling risk assessment.</p> <p>F</p>	<p>1. Managers to continue to monitor the effectiveness of existing risk controls and amend as required.</p>	1	5	5	Low
<p>Personal Protective Equipment (PPE)</p> <p>Failure to provide and maintain appropriate PPE resulting in increased risk of transmission.</p>	Client's home	G+E staff Client	1	5	5	Low	<p>1. It is not mandatory for staff to wear a mask. However, staff should follow the lead of the client if mask wearing is preferred.</p> <p>2. Where PPE is worn:</p> <ul style="list-style-type: none"> - PPE must not be shared - PPE must fit properly - Reusable PPE should be sanitised after use. Reusable masks should be washed at 60C - Disposable PPE should be disposed of in designated client's site areas. 	<p>1. Managers to continue to monitor the effectiveness of existing risk controls and amend as required.</p>	1	5	5	Low
<p>Face Coverings</p> <p>Failure to support safe use of face covering by employees resulting in marginal</p>	Client's home	G+E staff Client	1	5	5	Low	<ul style="list-style-type: none"> - In line with the latest Government guidance for premises face coverings are no longer mandatory but can be worn if staff wish. 	<p>1. Managers to continue to monitor the effectiveness of existing risk controls and amend as required.</p>	1	5	5	Low

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increased risk of transmission from incorrect use.												
Workforce Management: Work Related Travel Failure to minimise work related travel resulting in an increased risk of transmission due to failure to adhere to social distancing or increased surface contact.	Client's home	G+E staff Client	2	5	10	Medium	1. Car sharing is permitted. Good ventilation is recommended. 2. If public transport is necessary, a face covering is recommended. 3. Foreign travel should only take place within current government guidance. 4. The member of staff will request information from the client regarding the household's Covid-19 infection status.	1. Should any other travel be required that falls outside of current risk controls an additional assessment will be required.	2	5	10	Medium
Workforce Management: Communications and Training Failure to provide appropriate communication and training to staff resulting in an increased potential for transmission of virus due to non-adherence to safe working practices.	Client's home	G+E staff Client	2	5	10	Medium	1. All G+E staff will be involved in the development of this risk assessment and their views considered. 2. G+E staff will be regularly reminded of the company risk controls and expected behaviours whilst on our client's sites. 3. G+E staff will be taken through the safe system of work provided with this risk assessment. 4. Regular communication updates will be given to all G+E staff	1. Managers to continue to monitor the effectiveness of existing risk controls and amend as required.	1	5	5	Low

RISK		Severity	5	10	15	20	25		
			4	8	12	16	20		
LIKELIHOOD			3	6	9	12	15		
SEVERITY			2	4	6	8	10		
			1	2	3	4	5		
		Likelihood					Low	Medium	High
							1-8	9-12	15-25
1. Extremely Unlikely	1. Minor Injury/disease no lost time								
2. Unlikely	2. Injury/disease up to 7 days lost								
3. Likely	3. Reportable under RIDDOR over 7 days								
4. Very Likely	4. Specified Injury/Long term absence								
5. Almost Certain to happen	5. Death								

References used in the development of this risk assessment:

- HM Government 'Working Safely during COVID-19 in construction and other outdoor work – Guidance for Employers, employees & self-employed 11 May 2020
- CLC Construction Sector - Site Operating Procedures Protecting Your Workforce During Coronavirus (Covid-19) Version 4
- <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>
- <https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-coronavirus-covid-19>
- <https://www.gov.uk/guidance/social-distancing-in-the-workplace-during-coronavirus-covid-19-sector-guidance>
- <https://www.nhs.uk/conditions/coronavirus-covid-19/check-if-you-have-coronavirus-symptoms/>
- <https://www.letsrecycle.com/news/latest-news/defra-coronavirus-waste-disposal-advice/>

General Safe system of work for working during the COVID-19 Pandemic

The points below are provided to our workers to help keep them safe during the Covid-19 pandemic. They are based on Government recommendations, which change daily: <https://www.gov.uk/coronavirus> As your employer we will endeavour to update our guidance to you in line with current Government recommendations.

Key Considerations:

- The company will be particularly vigilant in safeguarding those persons currently identified as most at risk, such as -
 - Those classed as **extremely clinically vulnerable**
 - Those classed as **clinically vulnerable**
 - Others who may require **additional adjustments** to enable their health and safety.

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- G+E staff consider the wellbeing of their colleagues and others in the home as appropriate.
- Do not shake hands with the client or any other person in the home.
- Wash/sanitise your hands thoroughly for at least 20 seconds, at the start of the job and afterwards.
- Use an alcohol-based hand sanitiser that contains at least 60% alcohol if soap and water are not available.
- Avoid touching your eyes, nose, and mouth.
- If you feel unsafe or at risk at any point, undertake a personal risk assessment and leave the home if necessary. We can re-plan for a future date if appropriate, after ensuring everything is made safe.
- Do not attend client's home if you are unwell/displaying symptoms

Pre-Visit:

- We will contact the client to check that there are no live covid cases within their household and that they are comfortable for the visit to go ahead.

Travel to the home:

- If public transport is necessary, a face covering is recommended.

Arrival at the Client's Home:

- Do not enter a client's home if you are feeling unwell or displaying symptoms of Covid-19 e.g. high temperature/cough/breathing difficulties.
- Ask the client if they would like you to wear a mask/observe social distancing.
- Wash your hands with soap and water for at least 20 seconds. Where facilities to wash hands are not available, hand sanitiser should be used.
- Do not shake hands with the client or any other person at the client's home

During Work:

- Maintain good hygiene throughout your visit.
- If you or any other person on site are displaying any potential coronavirus symptoms; or if you have any concerns about the welfare facilities or the work environment (client's home) regarding measures to protect workers from coronavirus (e.g. social distancing, cleaning and hygiene regimes) then you should:
 - **STOP** work.
 - **REMOVE** yourself to a position of safety.
 - **REPORT** immediately to your supervisor or manager (ideally by telephone).

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Job completion

- Wash/sanitise hands immediately after leaving the clients home.

When wearing a face covering

- 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 have 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 (60C). If it is not washable, dispose of it carefully in your usual waste.



All employers should regularly update themselves with the current Government advice: <https://www.gov.uk/coronavirus> and NHS advice: <https://www.nhs.uk/conditions/coronavirus-covid-19> and operate accordingly.

Document Accepted By (Name)		Sign		Date	
Further Risk Controls Implemented By (Name)		Sign		Date	

**The contents of this risk assessment and the resulting Safe System of Work should be shared with all workers as appropriate to its contents.
Signatures will be gathered centrally**

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