

Woodlands Hospice Limited

Covid-19 Secure Risk Assessment



**531 Prescott Road
Old Swan
Liverpool
L13 5UR**

June 2020

EXPLANATORY NOTES

As an employer, Woodlands Hospice is required to comply with legislation designed to ensure the safety of all employees and others who may attend the premises of its Charity Shop at 531 Old Swan, Prescott Road. The guidance that has been implemented is working safely during COVID19 in shops (COVID-19 Secure).

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches>

Risk Assessment

This 'COVID-19 Secure' Risk Assessment has been carried out by Jonathan Burgess, Head of Income Generation at Woodlands Hospice. The assessment is designed to consider the following issues:

1. The identification of potential hazards;
2. The identification of persons who may be at risk;
3. The procedures for training staff in Covid-19 safety and the actions to take in the event of a confirmed case within the shops;
4. The significant findings of the COVID-19 risk assessment, and whether the existing controls are adequate;
5. The preparation of an action plan to improve measures where necessary

Review

The 'COVID-19 Secure' Risk Assessment is to be reviewed at regular intervals, and adapted to meet ongoing Government guidelines. An audit of the Risk Assessment is to be undertaken on a 6 monthly basis.

This 'COVID-19 Secure' Risk Assessment should be kept available for any person to examine. Where significant risks are identified staff must be informed, and advised on the measures implemented to control such risk.

SUMMARY

- 1 The building has three floors – ground floor is a retail shop and first floor is a staff area comprising of staff room, toilets, work room and storage room. The third floor has two rooms, one vacant and one for restricted use, permitting only storage of annually used stock due to fire regulation restrictions.

There are two exit routes from the ground floor shop these being via the main front door onto Prescott Road and the rear door into a yard with gate to an alleyway.

- 2 The building area has been assessed as ‘COVID-19 Secure’ for trading

‘COVID-19 SECURE’ RISK ASSESSMENT EXISTING CONTROLS

Issue		People/Groups At Risk	Controls Required	Existing controls adequate?
1	Those returning to work	Staff/volunteers	<ul style="list-style-type: none"> All staff members/ volunteers are required to undertake ‘COVID-19 Secure’ training before they return to work on the premises. All staff and volunteers are to be made aware of the results of this ‘COVID-19 Secure’ Risk Assessment and a copy kept on the premises. All staff and volunteers are to be made aware of Woodlands Hospice procedure for raising concerns 	No
2	Who should go to work	Staff/ Volunteers	<ul style="list-style-type: none"> As shop staff/volunteers are unable to work from home they are now able to return to work within the ‘COVID19 Secure’ guidelines for shops. All staff/volunteers who are Clinically Vulnerable (either because they have underlying health issues or are aged over 70) will be able to return to work at the shop in line with ‘COVID 19 Secure’ guidelines but only after having an individual Risk Assessment with a Manager from the Trading Company who will agree appropriate adjustments where possible. All staff who are ‘shielding’ under Government Guidance (i.e. those who were issued a letter from the NHS) will be able to return to the shop from 1 August 2020 but only after having an individual Risk Assessment with a Manager from the Trading Company who will agree appropriate adjustments where possible. 	No
3	Self-isolation	Staff/ Volunteers	<ul style="list-style-type: none"> All staff/volunteers who display symptoms of COVID 19 to self-isolate in accordance with Government guidance. All staff/volunteers who have a member of their household displaying symptoms of COVID 19 to self-isolate in accordance with Government guidance. Shop Manager or Retail Area Manager to ensure all these staff members/volunteers arrange an early COVID 19 Test, on line or by phoning 119. 	Yes

			<ul style="list-style-type: none"> Any staff member/volunteer contacted by the NHS 'Track and Trace' system should self-isolate in accordance with instruction given. 	
4	Social distancing at work	Staff, volunteers, customers and contractors	<ul style="list-style-type: none"> Social distancing measures in place in line with government guidance, i.e. floor markings and increased signage. All staff to undertake training prior to working at the shop to highlight the importance of social distancing at work. Shops operating with reduced staff numbers to ensure social distancing can be adhered to. Woodlands Shops operating staggered start and finish times where possible. Fixed teams in place to reduce the number of people each staff member/volunteer is in contact with. All rooms limited to a specific number of people at any one time to allow social distancing. Notices on doors advising of maximum numbers 	No
5	Work stations/ till area	Staff, volunteers, customers and contractors	<ul style="list-style-type: none"> All till areas to be fitted with a specially designed Plexiglass to ensure screening between individuals. 	No
6	Number of people on the shop floor at any one time.	Staff, volunteers, customers and contractors	<ul style="list-style-type: none"> The shop floor to be limited to 6 people at one time, this includes staff and volunteers. Signage displaying this information around the shop. Staff member/volunteer operating customer restrictions at shop entrance. Social distancing markers to highlight a queue system outside the shop. 	Yes with ongoing monitoring of numbers of people in the shop at any one time.
7	Managing customers	Staff, volunteers, customers and contractors	<ul style="list-style-type: none"> Hand sanitising station to be situated on the entrance to the shop floor for all customers to use. New gloves available at the shop entrance for those who may not wish to use the sanitiser. Refusal to entrance for those customers who will not either sanitise their hands on entry or wear new gloves provided. Customers encouraged where possible to shop alone in the shop. (Customers advised to be responsible for their children when in the shop.) 	No

8	Cleaning the workplace	Staff, volunteers, customers and contractors	<ul style="list-style-type: none"> • Before opening the shop each day, floors to be steam cleaned, clothing rails and work surfaces to be cleaned with antibacterial wipes. • All work surfaces to be cleaned every 2 hours. • Till to be cleaned when users change • Card machine to be cleaned after each customer use 	Ongoing
9	Cleaning the workplace	Staff/ volunteers and contractors	<ul style="list-style-type: none"> • Increased signage around staff areas for cleaning of hands and increased hand sanitising units to be fitted. 	No
10	Cleaning the workplace	Staff, volunteers, customers and contractors	<ul style="list-style-type: none"> • Fitting rooms to be closed and returns policy to be relaxed to allow customers to return item for store credit on the day. • Returned items will follow donation quarantining process. 	Ongoing
11	Refreshments for workers	Staff/volunteers	<ul style="list-style-type: none"> • Staff/volunteers should be encouraged to bring own crockery and cutlery for food and drinks and take them home for thorough washing • Disposable cardboard cups with safety holders can be used for drinks if necessary 	Ongoing
12	Personal Protective Equipment (PPE)	Staff, volunteers, customers and contractors	<ul style="list-style-type: none"> • Customers / contractors will not be provided PPE. • All contractors must complete their own Risk Assessment before completing works on the premises. • Staff provided with normal PPE for their tasks, i.e. opening bags (Gloves). <p><i>Note: This follows Government guidance “workplaces should not encourage the precautionary use of extra PPE to protect against COVID-19 outside clinical settings”. Increased cleaning procedures and washing / sanitising of hands are essential.</i></p>	Yes
13	Face coverings	Staff, volunteers, customers and contractors	<ul style="list-style-type: none"> • Face coverings are optional and not required by law, including the work place. We do not encourage the use of face coverings but will support workers should they choose to wear a face covering. 	Yes
14	Travel to Work	Staff, volunteers,	<ul style="list-style-type: none"> • Where possible staff/volunteers should avoid public transport. • Staff/volunteers should travel alone in their cars wherever possible. Where staff members/volunteers do share the same vehicle the same people should continue to share all the time. Those using public 	Yes

			<p>transport should strictly observe social distancing and where this is not possible should wear face coverings.</p> <ul style="list-style-type: none"> Managers should agree flexibility to hours where the role permits to avoid rush hour if at all possible 	
15	Stock Management	Staff, volunteers and customers	<ul style="list-style-type: none"> No donated stock can be accepted directly at the shop. Signage to provide this information at all shops. All stock must be arranged for contactless collection via our Hospice Administrator. All collected stock must be held for 72hours before being delivered to shop for sale. (Moss Lane shop will remain closed to the public and will hold stock for quarantine.) All stock dated upon collection. Return items must follow quarantine process 	Ongoing
16	Stock Management	Staff, volunteers, and customers	Where possible a single person (Van Driver) to load and unload stock upon arrival at shops. Please refer to Van Risk Assessment for van specific information.	Ongoing

Where there is a “No” in the final column, further controls will be required, see below

‘COVID-19 SECURE’ RISK ASSESSMENT – FURTHER CONTROLS

Existing Control ref. number	Responsible person	Area	Existing controls and/or risks not adequately controlled	People/Group At Risk	Further Action(s) required	C	L	Risk Rating
1	Head of Income Generation	Shop floor/ staff areas	New training due to circumstances	Staff, volunteers, customers and contractors	All staff and volunteer to receive ‘COVID-19 Secure’ training before working in the shops.	5	3	15
4	Retail Area Manager and Shop Manager	Shop floor/ staff areas	Social distancing not yet in place	Staff, volunteers, customers and contractors	Social distancing measures to be put in place as per Government guidance	5	4	20
5	Head of Income Generation	Till area	No protection currently around the till areas	Staff, volunteers and customers	Install suitable till surround fitted with Plexiglass for protection	5	3	15
6	Shop manager	Shop floor	Shop open to the public in normal circumstances (currently closed)	Staff, volunteers, customers and contractors	Staff/ volunteer member managing customer levels within the shop at all times	5	3	15
7	Head of Income Generation	Entrance to shop floor	n/a	Staff, volunteers, customers and contractors	Install hand sanitising station upon entrance to the shop floor	5	3	15
8	Shop manager/volunteers in charge	Shop floor/ staff areas	Cleaning of shop floor / staff areas regularly	Staff, volunteers, customers and contractors	Completion of cleaning and signing of cleaning rota on a daily basis and throughout each day..	5	3	15

9	Head of Income Generation	Shop floor/ staff areas	No sanitiser stations at present or signage	Staff, volunteers, customers and contractors	Install new signage for COVID-19 related symptoms, rules/ measures. Install new hand washing signage. Install hand sanitising stations where necessary	5	3	15
15	Head of Income Generation	Donated Stock	No system currently in place for Quarantining stock	Staff, volunteers and customers	Stock Management process to be developed and implemented No stock to be donated via the shop, all stock must be collected by Hospice Van Driver via a contactless collection. Signage and information from staff to ensure no stock is donated through the shop to ensure robust quarantining system. .	5	4	20

RISK VALUE

Consequence (C) and Likelihood (L)

Score	Value	Consequence	Likelihood
1	Negligible.	No harm to occupants. Minimal impact, no service disruption to organisation.	May occur in exceptional circumstances
2	Minor	Minor injury to occupants, first aid required. Slight damage to property. Medium financial loss.	Could occur at some time.
3	Moderate	Injury to occupants, medical treatment required. Partial evacuation required. Moderate damage to property. Local adverse publicity. Litigation possible.	Might occur at some time.
4	Significant	Serious injury to occupants, requiring hospitalisation. Major evacuation required. Large scale damage to property. National adverse publicity. Litigation probable.	Will probably occur.
5	High	Major injuries, loss of life. Complete evacuation required. Major damage to property. Litigation certain.	Is expected to occur.

Risk Rating

Risk rating is calculated using the consequence multiplied by the likelihood.

Rating	Priority	Action	Timescale
1 – 4	Low	Record findings, review in twelve months.	Include in future business plan.
5 – 6	Medium	Risk acceptable, but should be reduced where reasonably practicable using recommendations.	Implement within twelve months.
7 – 12	High	Risk too high, additional controls required, refer to recommendations.	Implement within three months.
13 - 25	Immediate	Excessive risk requiring immediate additional controls, refer to recommendations.	Implement immediately.

PRIORITY ACTION PLAN

Based on the priorities allocated within this 'COVID-19 Secure' Risk Assessment, a Priority Action Plan has been developed to control, remove, reduce and monitor the risks. The table below assists in programming remedial work and strategy.

Risk Rating	Area	Details of further actions required	Whom	Date
Immediate	Shop floor / staff areas	All staff/ volunteers to be given training before reopening of shop	HOIG/ RAM/SM	1 July 2020
Immediate	Shop floor / staff areas	Social distancing measures to be installed as per Government guidance, including floor, wall and window signage.	HOIG	22 June 2020
Immediate	Till Area	Installation of plexiglass protection screen	HOIG	22 June 2020
Immediate	Entrance to shop floor	Installation of hand sanitising station	HOIG	22 June 2020
Immediate	Shop floor / staff areas	Installation of new signage to meet Government requirements i.e. COVID-19 Secure	HOIG	22 June 2020
Immediate	Shop floor	Ensure staff member is assigned customer monitor at all times while shop is open for trade.	HOIG/ RAM/SM	Ongoing
Immediate	Shop floor / staff areas	Ensure completion of cleaning rota every 2 hours and evidence these checks in writing	HOIG/ RAM/SM	Ongoing
Immediate	Shop floor / staff areas	Ensure a robust Stock Management process is developed and implemented to ensure all stock is donated via a contactless collection system and quarantined for 72 hours in premises away from the shop to avoid any confusion. Information to be given through signage and staff verbally as well as Woodlands Website and social media.	HOIG/ RAM/SM /VD	Ongoing