

General Details

Assessor	Sonia Nwoye
Assessment Date	20/12/2021
Assigned Reviewer	Sonia Nwoye
Next Review Date	01/04/2022

Associated with specific area

All

Operation Assessed	NHG Generic Covid-19 risk assessment
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Description of work area and/or activity assessed

The government has published its plan for living with COVID-19.
(for further information please visit <https://www.gov.uk/government/publications/covid-19-response-living-with-covid-19/covid-19-response-living-with-covid-19>)

The government is no longer asking people to work from home if they can

This risk assessment reflects the Government's 'working safely' guidance to provide an outline of sensible precautions and further considerations to manage risk and support colleagues and residents.

It covers:

- Working in offices, contact centres and similar indoor environments – applies to all staff
- Working in, visiting or delivering to other people's homes – applies to applicable to staff in assets, building safety, all commercial services, development and housing
- Carrying out construction and other outdoor work – applies to staff in assets, building safety, all commercial services, development and housing
- Driving to visit homes, sites or other locations – applies to all staff

It should be suitable for most people, but managers should work with their teams to identify whether further detail needs to be added for specific individuals or situations.

If the generic assessment is sufficient, there will be no need to log further information elsewhere.

In the longer term, the Government expects that fewer precautions will be needed to manage the risk of C-19, so we'll continue to keep this risk assessment and control measures under review and make changes as necessary.

In undertaking this assessment, we encourage all staff to help reduce transmission risks by practising key behaviours as outlined by UK government guidance – keeping yourself and others safe:

- Get tested
- Get vaccinated
- Fresh air & maintaining ventilation
- Maintaining personal hygiene and using hand sanitisers
- Staying home when unwell

Overall Current Risk




Medium






Average Number of Persons Affected


2000




Employees


Current Rating	Hazard Information	Task Status
<p>Medium</p> 	<p> Covid-19 1. Managing risk</p>	
<p>Measures Currently in place to prevent risk of injury</p>		
<p>NHG have reduced the risk to the lowest reasonably practicable level by taking preventative measures in order of priority taking into account how COVID-19 is spread.</p> <p>The main way of spreading COVID-19 is through close contact with an infected person. When someone with COVID-19 breathes, speaks, coughs or sneezes, they release particles (droplets and aerosols) containing the virus that causes COVID-19. These particles can be breathed in by another person. Surfaces and belongings can also be contaminated with COVID-19, when people who are infected cough or sneeze near them or if they touch them.</p> <p>To reduce the risk of the virus spreading through aerosols, NHG have: Provided adequate ventilation: – through doors, windows and vents (do not open windows where mechanical ventilation is in place) – by mechanical ventilation using fans and ducts – through a combination of both</p> <p>This is because fresh air helps to dilute the virus in occupied spaces. Where NHG has mechanical ventilation system these have been confirmed as fresh air systems that maximise fresh air drawn into the system and do not recirculate air. NHG will take ongoing measures to identify poorly ventilated spaces and take steps to improve fresh air flow in these areas. CO2 monitors can be used to assess whether a space is poorly ventilated. Where ventilation cannot be improved NHG will minimise the use of these spaces.</p> <p>To reduce the risk of the virus spreading through contaminated surfaces NHG have:- Advised staff to wash their hands or use hand sanitiser frequently. This is particularly important before and after touching shared objects or surfaces that other people touch regularly. Increased the frequency and will maintain the regular cleaning of surfaces within its workplaces, particularly surfaces that people touch regularly. Staff who feel unwell stay at home and do not attend any workplace or undertake community/site visits etc.</p> <p>NHG have shared the results of this risk assessment with staff and residents through publication on Milo and the NHG website.</p>		



Potential Rating	Additional Controls Required
<p>Medium</p> 	<p>No Remedial Actions Entered</p> <p>If there are any reasonably practicable actions which can be taken to reduce the risk associated with this hazard please use the form above to enter them.</p>


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<p>Medium</p> 	<p>Covid-19 2. Who should go to work?</p> <p>Measures Currently in place to prevent risk of injury</p> <p>NHG has outlined its route to reconnection, collated staff feedback from engagement to signpost the way to a gradual return to the workplace and the new working model. Reflect, reset, reconnect - Milo (nhg.org.uk) milestones scheduled include:</p> <ul style="list-style-type: none"> • All community-based services as usual • Offices open • Introduction of new working model • Welcome back sessions • Rest of Summer • Monitor, review and adjust new working model • Physical changes in offices if needed • Business as usual with continuous review of the hybrid working model <p>NHG will continue to follow the principles set out in the governments working safely guidance and will also monitor and review the effectiveness of these arrangements through consultation with staff networking groups and forums accordingly.</p> <p>NHG will continue to give extra consideration to people at higher risk and to workers facing mental and physical health difficulties. Those who are clinically extremely vulnerable are no longer advised to shield. NHG Managers however will continue to support these staff members by discussing with them their individual needs and supporting them in taking any additional precautions advised by their clinicians.</p> <p>NHG Managers can assist staff who are worried about going back to a more 'normal' life by signposting information from the NHS on how to cope with anxiety about lockdown lifting. Additionally Wellbeing advice is available on Milo, eLearning sessions available through MyLearning &, targeted individual training can be arranged through Managers/HR Business Partners. Staff can also contact the Employee Assistance Provider - LifeWorks.</p> <p>The government have removed the legal requirement to self-isolate following a positive test however It is still expected that staff take precautions. Staff who test positive will continue to be advised to stay at home and avoid contact with other people for at least 5 full days and then continue to follow the guidance until they have received 2 negative test results on consecutive days. Staff required to work in the community or away from their home may not be able to carry out certain visits, for example where they may come into contact with someone who is vulnerable.</p> <p>NHG will enable staff who have symptoms of Covid-19 to work from home if appropriate. These symptoms are:</p> <ul style="list-style-type: none"> – a high temperature – a new, continuous cough – a loss or change to their sense of smell or taste <p>NHG will make sure that nobody is discriminated against & will be mindful of the particular needs of different groups of workers or individuals. It's against the law to discriminate against anyone because of their age, sex, disability, race or other 'protected characteristic'. As an employer, NHG has responsibilities towards:</p> <ul style="list-style-type: none"> - disabled workers - workers who are new mothers or pregnant (an individual risk assessment is required) <p>NHG understand and will take into account the particular circumstances of those with different protected characteristics and will involve and communicate appropriately with staff members whose protected characteristics might either:</p> <ul style="list-style-type: none"> – expose them to a different degree of risk – make any steps considered inappropriate or challenging for them <p>NHG will make sure any steps taken do not have an unjustifiable negative impact on some groups compared to others. For example, those with caring responsibilities or religious commitments.</p>	




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Medium 	 Covid-19 3. Ventilation	
Measures Currently in place to prevent risk of injury		
<p>Good ventilation brings fresh or cleaned air into indoor spaces. The more fresh air that is brought inside, the more diluted any airborne virus will become. In poorly ventilated spaces, residual virus can remain in the air after an infected person has left and increase the risk of COVID-19 spreading.</p> <p>NHG maximises the supply of fresh air in its workplaces through:</p> <ul style="list-style-type: none"> • fully or partially opening windows, air vents and doors to improve natural ventilation • ensuring that mechanical ventilation systems are set to maximise fresh air and minimise air recirculation. • identifying any poorly ventilated spaces and take steps to improve fresh air flow in these areas <p>NHG encourages staff to consider increasing ventilation by opening doors and windows to allow a free flow of fresh air such as when undertaking community visits.</p>		




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<p>Medium</p> 	<p>Covid-19</p> <p>4. Reducing risk for customers, visitors & contractors</p> <hr/> <p>Measures Currently in place to prevent risk of injury</p> <p>NHG provide clear using offices & keeping safe guidelines within the "Reflect, Reset & Reconnect" section on Milo.</p> <p>On site signage and visual aids are displayed as necessary within the buildings.</p> <p>Host responsibilities related to COVID-19 are initially undertaken by Business Services staff and generally will be transferred to the NHG meeting host who is accommodating the guest/visitor.</p> <p>Designated procedures are in place for visitors and contractors generally through prior arrangement with Business Services reception staff/NHG</p> <p>Working in other people's homes - where NHG staff are going to someone else's home to work, for example to provide professional services or undertaking community visits this should be communicated with households before any visits to discuss how the work or visit will be carried out to reduce risk for all parties.</p> <p>During the visit NHG staff should still consider wearing a mask and may politely request residents to wear a face covering. Where unable to accommodate staff may request other reasonable measures such as airing the room by opening doors & windows for example and asking if other occupants can remain in another room to reduce potential contact. NHG staff can additionally undertake a dynamic risk assessment to assess if the visit is safe to continue. Where a visit is deemed unsafe line managers are to be contacted to explore alternatives to provide the service & the resident must be informed.</p> <p>NHG staff should not carry out work in households that are isolating because one or more family members has symptoms, unless this is to remedy a direct risk to the safety of the household or the public.</p> <p>When NHG staff are to work in a household where somebody is clinically vulnerable, prior arrangements should be made to avoid any face-to-face contact. NHG staff should be particularly strict about handwashing, coughing and sneezing hygiene, such as covering their nose and mouth and disposing of single-use tissues.</p> <p>On working within other people's homes, NHG staff are to consider:</p> <ul style="list-style-type: none"> - Asking households to leave all internal doors open, to minimise contact with door handles. - Identifying busy areas across the household where people travel to, from or through. For example, stairs and corridors. Minimise movement within these areas. - Taking breaks outside where possible. - Limiting the number of staff & occupants within a confined space. - Where necessary arranging methods of safely disposing of waste with the householder. - Allocating the same worker to the same household each time there is a visit where possible. For example, the same service provider each time. - Wear a face covering 	




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<p>Medium</p> 	<p> Covid-19 5. Cleaning the workplace</p> <p>Measures Currently in place to prevent risk of injury</p> <p>To make sure any site or location that has been closed or partially operated is clean, and ready to restart, NHG have assessed all offices/satellite offices or parts of sites that have been closed, reviewed cleaning procedures and provided hand sanitiser</p> <p>Where in place NHG have regularly serviced ventilation systems and checked to confirm that they draw in a supply of fresh air The frequency of cleaning has been increased this includes objects and surfaces that people touch regularly, this includes door handles and keyboards.</p> <p>NHG staff are also reminded to make sure they frequently use the cleaning products available on setting up their workstation and ensure they use the correct disposal arrangements. The frequency of rubbish collection has also been increased.</p> <p>Should NHG arrange cleaning after a known or suspected case of COVID-19 this will be completed according to the guidance on cleaning in non-healthcare settings.</p> <p>Hygiene: handwashing, sanitation facilities and toilets - To help everyone keep good hygiene through the working day NHG have provided:- Signs and posters to make people aware: – how to wash their hands well – that they should wash their hands frequently – that they should not touch their faces – they should cough or sneeze into a tissue which is binned safely, or into their arms if a tissue is not available Using the governments Ethos of Catch it, Kill it, Bin it</p> <p>NHG have: Provided regular reminders and signage to maintain hygiene standards. Provided hand sanitiser in multiple accessible locations, as well as washrooms and considered the needs of people with disabilities.</p> <p>NHG has set clear use and cleaning guidance for toilets. This is to ensure they're kept clean & provided hand drying facilities such as paper towels & electrical dryers. The facilities will be kept well ventilated by ensuring any mechanical ventilation works effectively and opening windows and vents where possible.</p> <p>NHG have set clear use and cleaning guidance for showers, lockers and changing rooms. This is to ensure they're kept clean and clear of personal items. The cleaning regime again has been enhanced regularly during the day and at the end of the day.</p> <p>Handling goods, merchandise and other materials, and onsite vehicles - To reduce the spread of COVID-19 through contact with objects coming into the workplace, and vehicles at the worksite NHG have put in place cleaning procedures for goods and merchandise entering its workplaces. This includes the cleaning of pool cars and shared vehicles.</p> <p>NHG encourages people to wash their hands more often and put in place more handwashing facilities for workers who handle goods and merchandise. Hand sanitiser where this is not practical is also supplied.</p>	




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Medium 	 Covid-19 6. Personal protective equipment (PPE) and face coverings	
Measures Currently in place to prevent risk of injury		
<p>Wearing a face covering is no longer a legal requirement.</p> <p>Personal protective equipment (PPE) Where NHG staff are already using PPE for their work activity to protect against non-COVID-19 risks, they should keep doing so. Any use of PPE is determined by an assessment of risks in the workplace.</p> <p>Non - clinical grade PPE and hand sanitiser will continue to be available for frontline work. NHG staff may choose to wear a face covering in the workplace and are welcome to wear face coverings in the office, but this is not compulsory.</p> <p>When in residents' homes staff should wear a mask, NHG cannot force a resident to wear a mask however communications will include asking residents to keep their home ventilated and give the contractor/staff space to do their work.</p> <p>Some people are not able to wear face coverings, and the reasons for this may not be visible to others. NHG staff are to be mindful and respectful of such circumstances. Additionally, NHG staff are to be aware that face coverings may make it harder to communicate with people who rely on lip reading, facial expressions and clear sound.</p> <p>Where NHG staff members choose to wear a face covering, NHG will support them in using face coverings safely. This means ensuring face covering users:</p> <ul style="list-style-type: none"> • wash their hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting on face coverings. They should also do this before and after removing them. • avoid touching their faces or face coverings. Otherwise they could contaminate them with germs from their hands. • change their face coverings if they become damp or they've touched them. • continue to wash their hands regularly. • change or wash their face coverings daily. • if the material is washable, to wash it in line with manufacturer's instructions. If it's not washable, to dispose of it carefully in their usual waste 		

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Medium 	 Covid-19 7. Workforce Management - Outbreaks in the workplace - returning to work	
Measures Currently in place to prevent risk of injury		
<p>Outbreaks in the workplace</p> <p>To provide guidance if there is a COVID-19 outbreak in any workplace NHG have nominated a single point of contact (SPOC) where possible. The SPOC will be the Business Continuity Planning Manager who can liaise with the Health and Safety Team to lead on contacting local Public Health teams.</p> <p>Where NHG become aware of any positive cases of COVID-19 in the workplace the .</p> <p>If the local PHE health protection team declares an outbreak NHG will be provided with information about the outbreak management process, NHG will be asked to:</p> <ul style="list-style-type: none"> - record details of symptomatic staff - Implement control measures - assist with communications with staff & - reinforce prevention messages <p>Returning to Work</p> <p>To make sure all staff understand COVID-19 related safety procedures NHG will continue to:-</p> <p>Communicate clearly, consistently and regularly.</p> <p>Engage with staff through existing communication routes and staff forum, union & network representatives.</p> <p>Develop communication and training materials for staff prior to returning to site.</p> <p>To make sure all staff are updated on how NHG are implementing or updating safety measures NHG will continue to:-</p> <p>Engage with staff on an ongoing basis. This includes dealing with trade unions, or employee representative groups to monitor and understand any unforeseen impacts of changes to working environments.</p> <p>NHG will continue to be aware of and focus on mental health. Mental health is important, especially during times of uncertainty like today. The government has published guidance on the mental health and wellbeing aspects of coronavirus (COVID-19).</p>		

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Medium 	 Covid-19 8. Testing & Vaccination	
Measures Currently in place to prevent risk of injury		
<p>NHG are encouraging all staff to get vaccinated</p> <p>All adults in England have now been offered two doses of a COVID-19 vaccine. The coronavirus (COVID-19) vaccines are safe and effective. They give you the best protection against COVID-19.</p> <p>If you have not yet received the COVID-19 vaccine, you should get vaccinated. It usually takes around two to three weeks for an antibody response to develop. You need two doses of vaccine for maximum protection against COVID-19.</p> <p>We all need to do what we can to reduce the spread of COVID-19 to protect others and to reduce the risk of new variants developing and spreading. This advice will help us protect our friends, families, and communities, including those who have been vaccinated.</p> <p>Rapid lateral flow testing is currently available for free to anybody. Staff may also wish to use regular rapid testing to help manage periods of risk such as close contact in a higher risk environment or when spending prolonged time with a more vulnerable individual. You can get tests from pharmacies or online.</p>		

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Medium 	<p>No Remedial Actions Entered</p> <p>If there are any reasonably practicable actions which can be taken to reduce the risk associated with this hazard please use the form above to enter them.</p>