**COVID-19 Risk Assessment – Ara Housing Service (Lockdown period)**

It is not possible to cover every scenario in this guidance, and dynamic risk assessment will be needed at all times; please discuss any concerns with your Manager.

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| **Task** | **Action Required** | **Action by Whom?** | **Action by When?** | **Completion** |
| Visiting clients with no symptoms | * House visits and face to face contact with clients should continue on a regular basis but refer to section on face to face meetings, support sessions should be co-ordinated during house visits (refer to fortnightly plan), phone support should be considered where appropriate, social distancing must be maintained and PPE used * Staff to aim to maintain a distance of 2 metres from clients and other staff at all times * Staff to refer to section on PPE/infection control * Refer to estates/maintenance section for guidance on room checks * Weekends to continue with one day of visits and one day of calls | All staff | April 2021 | Ongoing |
| Visiting clients in Ara houses with symptoms of COVID-19 or where clients are self-isolating | * When a client in shared accommodation presents with symptoms of covid or is self-isolating the whole house will be “locked down” until the result of the test comes back or the period of self-isolation ends * Staff should avoid entering clients rooms/flats and face to face support wherever possible, phone support should be maintained * Symptoms to be reported to PHE and a test arranged * Client to be provided with self-isolation policy and support worker to check that this is being followed * Support worker to maintain daily contact to check on symptoms in case client becomes unwell * Find out who they have been in close contact with for past 48 hours as they will need to follow government advice around self-isolation including housemates * Symptoms to be recorded on Theseus – input as event on general information * Clients must not leave Bristol | All staff  Managers/  Seniors | April 2021 | Ongoing |
| PPE/Infection control | * All staff must wash their hands frequently and carry anti-bac sanitiser at all times while working * Anti-bac sanitisers are provided in all Ara shared houses * Staff are recommended to keep 2 metres distance from clients and colleagues at all times but this may not always be possible so it is recommended that staff use the following PPE:   + Disposable gloves   + Disposable apron   + Fluid repellent face mask   + Eye protection   + Disposable bags   + Staff to refer to following poster for advice on putting on, taking off & disposing of PPE:   Quick\_guide\_to\_donning\_doffing\_standard\_PPE\_health\_and\_social\_care\_poster\_\_   * Masks, gloves, aprons & bags to be available in all houses, staff to ensure they collect full PPE from office | All staff | April 2021 | Ongoing |
| Cleaning | * Clients to be encouraged to clean communal areas of properties on a daily basis * Deep clean to be carried out of properties where a client has had symptoms of COVID-19, communal areas and client’s room to be cleaned * Deep cleans to be carried out of rooms/flats vacated by a client that has had symptoms of COVID-19 * Mattresses to be treated with bodily fluid disinfectant spray * New mattress protector to be provided, old one to be disposed of * All waste that may be contaminated with coronavirus to be double bagged, disposed of in outside bins and left for 72 hours * All laundry that may be contaminated with coronavirus must be bagged and placed directly in the washing machine, the bag must be disposed of immediately in the outside bin and left for 72 hours before being moved | All staff | April 2021 | Ongoing |
| Managing non-compliance | * Clients to be kept up to date regarding government instruction to reduce the spread of coronavirus via support workers * Instances of non-compliance to be dealt with in the following steps:  1. Support worker to emphasise importance and identify steps required by client 2. Letter to be issued to client “Client Letter COVID non-compliance” 3. Senior/manager to meet with client 4. Client to be issued with formal warning 5. Seniors/manager to request permission to serve notice from BCC | All staff | April 2021 | Ongoing |
| Working in Ara offices | * Staff to work from home where possible * Staff to follow general hygiene advice (regular handwashing) * Hand sanitisers provided throughout Ara main offices * Staff to wipe down computers/work stations before and after each use with anti-bac wipes, there should be no need for staff to hot desk * Please do not move chairs * Clients should not visit the office unless absolutely necessary * Staff to keep calendars up to date at all times to allow for tracing in case of a positive covid test | All staff | April 2021 | Ongoing |
| Client appointments – face to face | * Staff can meet clients on a one to one basis either in the garden at an Ara house if big enough, indoors providing social distancing can be maintained * It is recommended that face to face meetings are held outside where possible, they can be held indoors providing social distancing can be maintained, staff and client to wear face masks, sessions to be time limited, held in a well-ventilated area, areas to be wiped down before and after use * Consideration to be given to confidentiality (other clients/neighbours/members of the public) * Clients should not use staff phones where possible. If unavoidable, phone should be put on speaker phone to avoid contact and wiped before and after use with anti-bac wipes | All staff | April 2021 | Ongoing |
| House meetings | * House meetings should be held over zoom if possible or where there is sufficient space in the garden to adhere to social distancing guidelines, or indoors providing social distancing can be maintained, staff and clients will need to wear masks * Staff to discuss plans for individual houses or concerns with seniors/manager | All staff | April 2021 | Ongoing |
| Travelling to work/while working | * Staff to drive, cycle or walk wherever possible * If needing to travel on public transport follow government guidelines e.g. wearing a face covering * Staff to travel in separate cars/separate transport where possible * If needing to travel together the passenger must sit in the back on the opposite side to the driver and full PPE should be worn * Clients should not be taken in staff cars if possible, taxi’s can be used where needed. If unavoidable the client must sit in the back on the opposite side to the driver and full PPE should be worn | All staff | April 2021 | Ongoing |
| Alcohol/Drug Testing | * Avoid urine testing where possible * If testing is necessary to support client recovery:  1. staff to wear full PPE 2. staff to maintain a distance of 2 metres (supervised testing can only be done where you can socially distance) 3. client to insert key and remove temp strip 4. client to place test on a surface, staff to view once client has stepped back 5. client to dispose of urine and test pot by placing in clinical waste bin/double bagging and placing in external bin  * Clients can be alcohol tested using an alcohol dip test and urine pot. Staff to follow steps i-v above (except step iii) | All staff | April 2021 | Ongoing |
| Admissions | * Admissions can be carried out using the following procedure: * staff to meet client at the house or travel in separate cars * admission to be completed outdoors where possible * staff to wear full PPE * staff to maintain distance of 2 metres * client to be provided with separate pen for signing * client hubs are available in Ara’s office for HB/UC claims * refer to section on alcohol/drug testing for guidance | All staff | April 2021 | Ongoing |
| Notices and Evictions | * Notices can still be served for breaches of licence/tenancy agreements * Notices should only be enforced where there is a risk to staff or client safety/wellbeing, evictions need to be agreed by BCC | All staff | April 2021 | Ongoing |
| House meals | - All house meals will be postponed during lockdown | All staff | April 2021 | Ongoing |
| Visitors | * Visitors/guests are currently banned from all shared properties, * Clients in self-contained properties may be able to form a “support bubble” following government guidelines but clients in shared properties would not be able to as they are considered a household | All staff | April 2021 | Ongoing |
| Estates/Maintenance | * Limit the amount of time spent in properties where possible * Request that contractors give an estimated time of arrival to reduce the amount of time waiting in houses * Request that clients wait in their rooms when needing to carry out repairs/maintenance/checks in communal areas * Clients in flats to wait in another area while repairs/maintenance/checks being carried out * Weekly house checks to be co-ordinated with house visits * Room checks can be done from the doorway if client is in the room and/or refusing to leave * Repairs/maintenance to be carried out when clients are not present or in void rooms * Where possible limit the number of properties visited each week * Limit the amount of time spent in communal areas or bedrooms that are not void * All contractors to wear PPE | All staff | April 2021 | Ongoing |

**Completed by: Robbie Thornhill**

**Date: Mar 2021**

**Review due: Apr 2021**