

Tendring District Council

Delivering Careline Service – Infection Control v.6

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Risk Rating	Likelihood (A)					Worst case injury (B)					Risk rating = A x B		
	Unlikely 1	2	Probable 3 4		Certain 5	Minor 1	Reportable 2 3 4			Death 5	Low 1 – 6	Medium 7 – 12	High 13 - 25

Hazards Identified	Who might be harmed and how	Controls in place	Residual risk rating	Additional controls required <i>(and date completed)</i>
Delivery of the Careline Service and external contracts - Reduced availability of Control Centre Operators due to sickness or self-isolation	Control Centre Operators passing Covid-19 virus between each other.	Control Centre – this risk assessment has been issued to all Operators and Supervisors. It must be read and understood prior to working in the Control Centre. <ol style="list-style-type: none"> 1. Social distancing - Operators will maintain 2m social distance at all times. 2. Limit numbers – There must be no more than 3 people in the Control Centre at any point and no more than 2 people in any other room in Barnes House. 3. Handover times staggered to allow time for cleaning and to ensure numbers in Control Centre are limited to 3 people. 4. Cough/sneeze screens in place between Operators. 5. PPE – Operators must wear the correct PPE (gloves & IIR masks) which will be supplied in the required quantities. Full face visors may be worn instead of masks if the 2m distance can be maintained, if not then type IIR masks must be worn. 6. If visors are used then they must not be shared (one each) and they must be cleaned with the anti-bacterial wipes provided at the start and end of each shift. 7. Hygiene – Operators must wash their hands often (20 	2 x 5 = 10	

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		<p>seconds with soapy water) and regularly use the anti-bacterial gel. Work stations must be cleaned with the provided wipes on a regular basis and specifically at the start/end of every shift. After use anything touched in the kitchen area or toilet must also be wiped down with the wipes provided.</p> <p>8. Handover at shift change – those Operators coming off/on shift must ensure that the workstation is cleaned before they begin work. They must only use their own headphones handset– no sharing.</p> <p>9. Air Conditioning – the air conditioner in the Control Centre was cleaned and serviced on 27042020.</p> <p>10. Access to Pier Avenue Offices – Under no circumstances must any Careline Officer access other parts of the building outside of the Barnes House footprint except for collecting the post from the rear lobby of Pier Avenue (once a day only).</p> <p>11. Any Operator who has any symptoms must only be working from home and will not be rostered into Barnes House. (Line Manager must be notified ASAP).</p>		
<p>Mobile Responders visiting homes of vulnerable people</p>	<p>Transfer of virus from Service User to Mobile Officer</p> <p>Transfer of virus from Mobile Responders to vulnerable Service Users</p> <p>Risk of passing infection from Mobile Officers to Control Centre Operators or vice versa</p>	<p>Before a Mobile Officer is dispatched to a Service Users home, the Control Centre Operator will endeavor to discover if the Service User has any signs or symptoms of Covid-19. If there is any doubt then emergency services must be called and a Mobile Officer not dispatched.</p> <p>This risk assessment has been issued to all Mobile Officers, which is be read and understood prior to visits being undertaken.</p> <p>Mobile Responders must wear the following PPE on each home visit until a formal instruction is issued to the contrary, based on Government and Public Health Guidelines:</p> <ul style="list-style-type: none"> - Gloves, - Aprons 	<p>2 x 5 = 10</p>	

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		<ul style="list-style-type: none"> - Shoe Covers - Surgical Fluid Resistant Mask (IIR) - Eye protection; <p>Officers must familiarize themselves with the fitting of masks prior to using. The following instruction video will be used: https://www.youtube.com/watch?v=J58LzGsEo4g</p> <p>In the event of non-availability of the appropriate PPE, visits should not be undertaken.</p> <p>Mobile Officers must not carryout usual procedures if it could put them at risk. They should call emergency services immediately.</p> <p>Mobile Officers with any Covid-19 symptoms must immediately notify their line manager and go home to self-isolate. They must book a test as soon as possible.</p> <p>In the Service Users home:</p> <ol style="list-style-type: none"> 1. Mobile Officers must put on new PPE when they arrive at the designated property and disposed of the PPE that they have used whilst driving the van. 2. Mobile Officers must be wearing the recommended PPE (full) before approaching the property. 3. Mobile Officers will ensure they wear the PPE at all times whilst in the home of the Service User. 4. PPE must be changed after every Service User visit and new PPE put on before getting back into the vans. 5. Used PPE should be put in the bags provided in each van. Upon return to Barnes House these bags must be discarded in the black wheelie bin located in Barnes House. This will be emptied regularly in a safe way. 6. The Mobile Officer must maintain 2m social distancing 		

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		<p>from the Service User at all times if possible (this will not be possible when carrying out a 'Lift').</p> <ol style="list-style-type: none"> 7. Once in the property the mobile responder must not touch any surfaces. The Responder should announce their entry loudly and then slowly try to locate the Service User in the property, at all times ensuring they can maintain 2 metre distance. 8. Once the Service User has been located the Responder should triage the situation and make the appropriate response. If the situation requires the Responder to stay whilst help is on the way then they must remain at least 2 metres from the Service User. 9. If first-aid needs to be administered the staff member who dealt with first aid should isolate from other staff until they have spoken to either the Control Centre Manager or Supervisor. 10. If CPR is required, under the Guidance of the resuscitation Council UK during CV-19. <p>Dial 999</p> <ol style="list-style-type: none"> a. When performing CPR. DO NOT place ear or cheek close to mouth to listen and feel for breaths b. DO NOT Give mouth to mouth c. DO put a cloth or towel over casualties mouth, nose (adult) d. DO GIVE Chest compressions only until and Paramedic arrives 11. In the unfortunate event that a body is discovered the Mobile Officer must maintain the 2m social distancing and call 999 immediately. Then inform the Control Centre. Do not touch the body. 12. When returning home officers must remove clothing 		

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		<p>and have a bath or a shower before interacting with any pets, or family members. The clothes must not be worn more than once and can only be worn again after they have been washed at 60 degrees.</p> <p>In the Control Centre</p> <p>13. Mobile Officers must use appropriate PPE at all times (IIR masks, gloves, apron, shoe covers) whilst in the Control Centre.</p> <p>14. Mobile Officers will ensure they clean any surface they touch in the Control Centre with the wipes provided.</p> <p>15. Mobile Officers will maintain 2m social distancing from Colleagues at all times.</p>		
Cross Contamination /Infection	<p>Virus could be transferred to staff from:</p> <p>1. Contaminated Equipment</p> <p>2. Contaminated surfaces (Vans)</p>	<p>1. Decontamination area set up and associated guidelines distributed to all Careline staff.</p> <p>2. Vans</p> <p>a) Mobile Officers will wear PPE whilst using a Careline van (IIR mask & Gloves).</p> <p>b) Mobile Officers will return to Barnes House 15 minutes before their shift ends to ensure time for the van to be cleaned.</p> <p>c) The whole cockpit of the van must be cleaned thoroughly using the anti-bacterial spray provided. Particular attention should be paid to all hard surfaces i.e. seat belt buckles, steering wheel, gear stick etc.</p> <p>d) All van door handles must also be cleaned with the</p>	2 x 5 = 10	

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	<p>3. High Risk surfaces – Bins</p> <p>4. Normal refuge mixed with clinical waste</p>	<p>spray provided.</p> <p>e) Once completed Mobile Officers must change their PPE before they enter Barnes House.</p> <p>3. A black wheelie bin is placed at Barnes House for all used PPE. This bin will be regularly emptied in a safe way.</p> <p>4. Waste bags available.</p>		
<p>COVID-19 Risk to family members Cross contamination</p>	<ul style="list-style-type: none"> • Transfer of virus - Family Members to staff • Transfer of virus - Staff to family members 	<p>Before interacting with family members or pets.</p> <ul style="list-style-type: none"> • Remove clothing worn & wash. • Shower or bath, wash hair • Put on clean clothes. • Clothes should not be re worn until washed 	<p>1 x 5 = 5</p> <p>Low</p>	<p>May affect levels of uniform if worn. Extra uniform may be needed</p>