

# Client Services: Covid-19 Safer Operating Framework



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# Client Services: Covid-19 Safer Operating Framework

## 1. Introduction

1.1 Thrive has developed this Client Services Covid-19 Safer Working Framework based on 4 key principles:

- The plan is person centred
- It considers the safety of clients, workforce and third parties
- It follows current government advice
- It follows the safe working guidance provided by the HSE.

## 2. HSE guidance and hierarchy of controls

2.1 In developing this Covid-19 Safer Operating Framework HSE Health & Safety processes have been followed:

- Following the Health & Safety hierarchy of control
- Eliminating the need for exposure to the virus where possible
- Reducing the potential for harm
- Isolating people or minimise interaction wherever possible
- Having robust policies, procedures, safe systems of work, management systems, etc. and ensuring that they are observed.
- Appreciating that PPE is the last line of defence and the least effective control method.

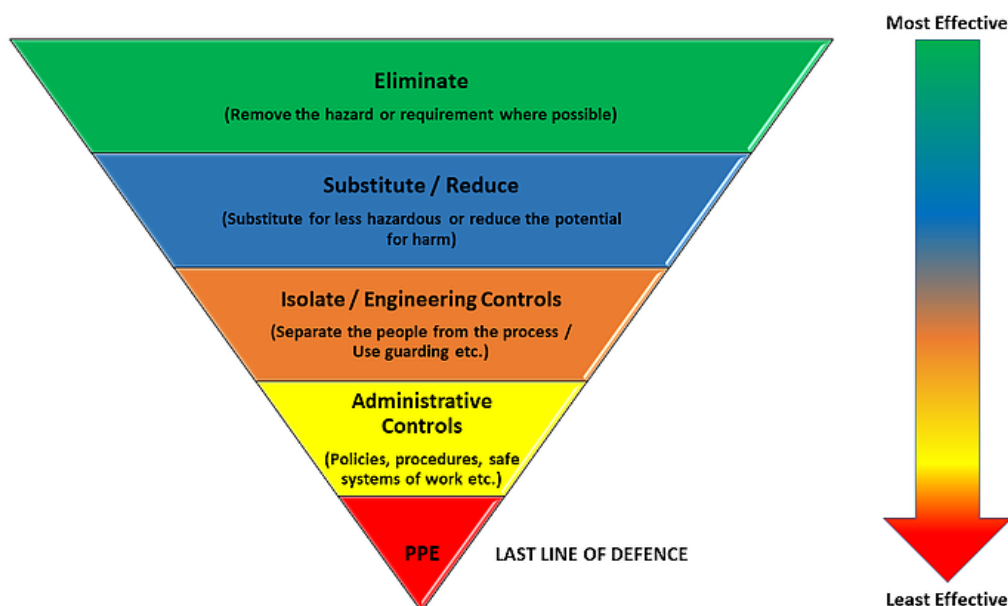


Figure. 1 - H&S Hierarchy of Controls.

## 3. Notes on controls

3.1 These notes have been included to develop an understanding of how the Health & Safety Hierarchy of Control relates to Covid-19.

### 3.2 Eliminate/cease activity

3.2.1 This involves eliminating certain activities that bring people close together.

### 3.3 Substitute for less hazardous activity, or process

3.3.1 This includes avoiding some indoor activities that require clients to group together and replacing them with more dispersed alternatives.

## 3.4 Reducing the potential for harm

- 3.4.1 This includes social distancing - Thrive’s current default is to keep clients and the workforce 2 metres apart and to only operate 1 metre + distancing only when necessary.
- 3.4.2 Outdoor activity is safer than those taking place indoors and each client may be given a defined work area that is at least 2 metres from other people.
- 3.4.3 To help clients and the workforce to socially distance the following controls may be utilised:
- use floor tape or paint to mark work areas
  - provide signage to remind people to keep a 2 metre distance
  - use screens to create a physical barrier between people
  - have people working side-by-side, or back-to-back, rather than face-to-face. Particularly if 2 metre distancing is not possible.
  - limit movement of people
  - rotating between jobs and equipment
  - one-way movement in high-traffic areas like corridors, entrances/exits and walkways
  - allow only essential trips within buildings and between sites
  - “Bubble” groups to minimize mixing and interaction.
- 3.4.4 If there is a need to operate at a reduced capacity, consideration will be given to prioritising clients’ attendance and seeking commissioner agreement if require.

## 3.5 Isolate

- 3.5.1 This would include if a client, volunteer, or member of staff exhibit Covid-19 symptoms, they are isolated from the client and workforces whilst on site. This would only be a temporary measure, for example if waiting for transport. If this temporary isolation involves a client, they will continue to be safely supervised and supported.

## 3.6 Engineering Controls

- 3.6.1 This includes simple actions such as improving ventilation in buildings by opening windows, or doors.

## 3.7 Administrative Controls

- 3.7.1 This control includes communication, training of both clients and the workforce, as well as good housekeeping, and personal hygiene practices

## 3.8 PPE – Personal Protective Equipment

- 3.8.1 If PPE is used, it should only be used with training, as poorly used PPE can in some cases increase risk.

# 4. Risk Identification and Appropriate Control Schemes

## 4.1 Key to control abbreviations.

<b>E</b>	Eliminate/Cease activity
<b>S</b>	Substitute for less hazardous activity, or process
<b>R</b>	Reduce potential for harm
<b>I</b>	Isolate
<b>EC</b>	Engineering Controls
<b>A</b>	Administrative Controls
<b>P</b>	PPE

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## 4.2 Higher risk of respiratory droplets and person contact

Aim: Reduce risk of person-to-person transmission		E	S	R	I	EC	A	P
1	Clients arriving on site							
2	Changing clothing, footwear, collecting PPE							
3	Tea Breaks and indoor rest periods							
4	Lunch							
5	Daily client briefing & de-briefing							
6	Task sharing/group activities							
7	Inclement weather provision							
8	Clients leaving the site							
9	Administering first-aid							
10	Administering social care							
11	Transport							
12	Social contact between clients and staff							
13	Client, staff, volunteer exhibiting symptoms							
14	Client not observing controls							

## 4.3 Contact with contaminated surfaces

Aim: Reduce contact with surfaces, or the contamination of those surfaces		E	S	R	I	EC	A	P
1	Access and egress from buildings							
2	Use of toilet facilities							
3	Indoor rest periods							
4	Indoor activity							
5	Use of tools and equipment							
6	Transport							

## 5. Activity and Location Based Risk Assessment

5.1 These risk assessments do not replace Thrive’s current suite of risk assessments, they represent an additional layer of control measures specifically aimed at reducing the risk of Covid-19 infection. Each of the risk areas and control schemes identified in 4.2 and 4.3 are developed and recorded in these risk assessments.

5.2 These risk assessments are to reduce the risk of Covid-19 infection to an acceptable level, but additional control may be required for those persons;

- at a higher level of risk as identified by government/NHS advice (see Appendix A);
- who may infection may present a risk to cohabittees;
- with significant cognitive challenges or behavioural considerations; or
- with poor levels of mental health or wellbeing.

5.3 A template for Activity and Location Based Risk Assessments can be found in Appendix B.

## 6. Individual Client Risk Assessment

- 6.1 If a client is from a 'higher risk' group, a further risk assessment will be carried out to see if additional control measures can practically be introduced to reduce that individuals risk to an acceptable level.

## 7 Training and Communication Plan

- 7.1 Ensuring an understanding of control measures by everyone involved is key to the success of this Covid-19 Safer Operating Framework. This will be achieved by ensuring excellent levels of communication using a range of methods, including; personal briefings, videos and clear signage.
- 7.2 If new working practice, or equipment is to be introduced, including the use of PPE, then additional training may have to be introduced.

## 8 Monitoring Arrangements

- 8.1 It is important for managers and staff to monitor that the control measures are being safely observed. This includes by observation and interaction with clients and user feedback.
- 8.2 If the control measures are not being observed or are there are any concerns that they are not sufficiently effective, then the risk assessment process will be revisited.

## 9 Incident Response

- 9.1 The following emergency response may be triggered in three ways:
- A member of the workforce, or a client, exhibits Covid-19 symptoms whilst at Thrive.
  - A client notifies Thrive that they are exhibiting Covid-19 symptoms away from Thrive.
  - A manager is notified of a person that is on sick leave and is exhibiting Covid-19 symptoms
- 9.2 If the person potentially infected with Covid-19 is in the workplace, steps should be made to:
- Support the person.
  - Reduce the risk of wider infection by isolating them/removing them.
  - Advise them, or a carer to seek medical advice.
  - Investigate who they may have been in contact with at Thrive and if any of them are of higher risk. Alert these people that they have been in contact with someone who may be exhibiting symptoms of Covid-19 infection.
  - Inform interested parties of the matter – clients, commissioners, workforce, families, etc.
  - Identify and surfaces and equipment that are likely to have been infected by the individual and ensure they are effectively cleaned.

## Appendix A. - People at high risk as defined by the NHS.

<https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk/whos-at-higher-risk-from-coronavirus/>

Retrieved 2/7/20

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### People at high risk from coronavirus include people who:

- have had an organ transplant
- are having chemotherapy or antibody treatment for cancer, including immunotherapy
- are having an intense course of radiotherapy (radical radiotherapy) for lung cancer
- are having targeted cancer treatments that can affect the immune system (such as protein kinase inhibitors or PARP inhibitors)
- have blood or bone marrow cancer (such as leukaemia, lymphoma or myeloma)
- have had a bone marrow or stem cell transplant in the past 6 months, or are still taking immunosuppressant medicine
- have been told by a doctor they have a severe lung condition (such as cystic fibrosis, severe asthma or severe COPD)
- have a condition that means they have a very high risk of getting infections (such as SCID or sickle cell)
- are taking medicine that makes them much more likely to get infections (such as high doses of steroids or immunosuppressant medicine)
- have a serious heart condition and are pregnant

### Information:

If you're at high risk from coronavirus, you should have received a letter from the NHS.

Speak to your GP or hospital care team if you have not been contacted and think you should have been.

### What to do if you're at high risk

If you're at high risk from coronavirus, you're advised to take extra steps to protect yourself.

This is called shielding.

See [what to do if you're at high risk from coronavirus](#).

### People at moderate risk (clinically vulnerable)

People at moderate risk from coronavirus include people who:

- are 70 or older
- have a lung condition that's not severe (such as asthma, COPD, emphysema or bronchitis)
- have heart disease (such as heart failure)
- have diabetes
- have chronic kidney disease
- have liver disease (such as hepatitis)
- have a condition affecting the brain or nerves (such as Parkinson's disease, motor neurone disease, multiple sclerosis or cerebral palsy)
- have a condition that means they have a high risk of getting infections
- are taking medicine that can affect the immune system (such as low doses of steroids)
- are very obese (a BMI of 40 or above)
- are pregnant – see [advice about pregnancy and coronavirus](#)

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### What to do if you're at moderate risk

If you're at moderate risk from coronavirus, you can go out to work (if you cannot work from home) and for things like getting food or exercising. But you should try to stay at home as much as possible.

It's very important you follow the general advice on [social distancing](#), including staying at least 2 metres (3 steps) away from anyone you do not live with.

Unlike people at high risk, you will not get a letter from the NHS.

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## Appendix B. Template for Activity and Location Based Risk Assessments

Covid-19 Risk Assessment		Title:		Reference No:	
Activity being assessed					
Assessor's name	Date completed	Review Schedule	Risk assessment with control measures in place.		
Define the potential hazard that increases the risk from Covid-19 infection.	Indicate who might be harmed	Control measures to reduce the risk of infection to an acceptable level for individuals who are not classified as, high risk (clinically extremely vulnerable) or moderate risk (clinically vulnerable)	Likelihood	Severity	Risk
1					
2					
3					