

Covid Service Recovery Strategy & Risk Assessment

Mencap in Kirklees are aware of the difficulties facing all our members, the people we support, families and carers during the C19 Pandemic. We have a duty to support them through these challenging times, providing safe and effective support, to be creative to meet these challenges and work with our partners to achieve the best outcomes for them. The Government have advised that most people will fall into the vulnerable category which includes people at higher risk of contracting the virus and experiencing severe symptoms. Our recovery strategy puts their safety and well-being at the centre of any adjustments to our services.

Current UK Situation

The Government has outlined a step by step, phased recovery.

- Phase 1: Containing the disease – March 23rd to May 12th
- Phase 2: Using smart controls to lead to safer contact – May 13th onwards
- Phase 3: Reliable treatment of the disease – TBC

The UK is currently in Step 2 of the plan. The Government also outlines 3 steps within this phased to return life nearer to normal for residents in the coming weeks and months.

- Step 1: Exercise more than once a day, outdoor public spaces open from 13th May
- Step 2: Phased return for schools and non-essential retail from 1st June
- Step 3: Phased return to places of worship, leisure facilities and hospitality venues from 4th July

The strategy and risk assessment set out below demonstrates how Mencap in Kirklees services will be introduced at each step and how hazards will be managed to reduce the risk to the people we support and those that work for us, in accordance with the different phases and the recovery plan.

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Risk Summary

COVID-19 is an infection and potentially fatal virus which can be transmitted between people who use our services unless effective measures are put into place. The people we support are at risk of harm as they might not be attending our services as normal and they are not able to carry out their normal routine as normal. This risk assessment identifies potential hazards which could result in the transmission of the disease in various settings, the controls and measures that Mencap in Kirklees have identified to manage and reduce these risks and how we are supporting people to reduce their exposure, the risks and manage their health and well-being.

Those at risk of catching COVID-19 (C-19) and experiencing harm as a result of the Government measures are:

- Staff and anyone they live with
- Member and carers they live with
- The wider community

Risk scoring – The risk scores are not intended to be precise mathematical measures of risk, but they are useful when prioritising control measures for the treatment and control of different risks.

Low risk (1 - 4) – Quick, easy control measures implemented immediately and no history of it happening before.

Moderate risk (5-10) – Control methods implemented as soon as possible and it's not expected to happen or have only happened once before. The controls are stable and working to good effect but a change is likely to occur in the next 6 months or sooner.

High risk (11-16) – Control methods implemented as soon as possible and might happen. Control methods need reviewing and adjusting frequently to minimise and control the risks.

Extreme risk (17-25) – Requires urgent action. The control methods are unlikely to minimise the risks and it's likely that professional input is required.

Consequence: Catastrophic means death or debilitating permanent injury and minor means requiring first aid.

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Catastrophic	5	10	15	20	25	Frequency	1	2	3	4	5
Major	4	8	12	16	20		Rare	Unlikely	Possible	Likely	Certain
Moderate	3	6	9	12	15	How often it might happen	Can't believe that they will happen or it will reoccur	Do not expect it to reoccur but it might happen	Might happen or reoccur occasionally	Will probably reoccur or happen but it is not a persistent issue	Will certainly happen or reoccur, possibly frequently
Minor	2	4	6	8	10						
Negligible	1	2	3	4	5						
	Rare	Unlikely	Possible	Likely	Certain						

Consequence X Likelihood = Score

Score = 1-4 review 12 monthly

Score= 5-10 review 6 monthly Score = 11-16 review 3 monthly

Score = 17 – 25 Professional input required

NB. Reviews also are required when any changes occur.

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Service Name: Day Opportunities

Date: 07.07.20

Phase 1 Containing the Disease

Phase 2 Using smart controls to lead to safer social contact

Step 1 Exercise more than once a day, outdoor public spaces open

Identified Potential Hazard		RAG	Details of the Risk	Control Methods	RAG	Additional measures or Actions
Transmission of C19	PWS Staff	RED 5x5 25	Person to person transmission of C19 in MiK premises	<ul style="list-style-type: none"> Identify staff who must Shield and offer WFH. Personal risk assessment to be completed when returning to work after the shielding period PWS, staff and family carers to follow Government advise and stay at home where possible. Anyone who displays symptoms to isolate for 14 days and have a negative C19 test before retuning. 	GREEN 3x1 3	Staff must record and report any issues or changes to the management team.
C19 being transmitted in the building or on transport	PWS Staff	RED 5x5 25	C19 being transferred through surface contact or poor self care/hygiene practices	<ul style="list-style-type: none"> All surfaces to be decontaminated at the start and end of each session No meals to be offered to day services members Each person must decontaminate on arrival and before returning home Building to maximise the ventilation of fresh air by opening windows and doors where appropriate All staff and PWS to follow the 2 meter markings on the floor during arrival, in the building and exit. All staff to receive additional IPC training i.e. doffing on/off video and handwashing video. 	GREEN 3x1 3	<p>Staff must record and report any issues or changes to the management team.</p> <p>IRF forms must be completed for any accidents, incidents or near misses and given to the management team for review and action.</p>

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				<ul style="list-style-type: none"> • All member to have a C19 support plan and risk assessment • Each service to implement IPC quarterly audit and review monthly • Manager must keep a minimum level of PPE in their service • Head Office to provide a central function for all PPE orders and deliveries. PPE levels will be reviewed on a weekly basis for each service. • All PPE amounts must be kept at safe level of stock to function for 7 days in case of delays in the supply due to increased national demand. • Buses must observe the social distance rules when transporting members and only offered as a last resort when family members cannot drive them. Drivers, escorts and members must wear a face mask when they make their journey. Member who cannot comply with C19 protocol will not be able to use our transport and other viable alternative will be explored with them. • Buildings, buses and equipment used must be decontaminated before and after use following all IPC guidelines 		
C19 related illness and stress	Staff	RED 4x5 20	Reduction of team capacity and ability to identify safeguarding concerns	<ul style="list-style-type: none"> • SMT and Managers available either by phone or video calling app to provide emotional support assist in the transition of operating service differently • Simply Health number to be promoted to all staff • Regular supervisions and team meetings to provide continuity and check for any safeguarding concerns • Staff to complete stress risk assessment to enable support mechanisms in the work place and to assist in reducing stress • All staff to maintain regular contact with their manager when away from work ill, shielding or taking unpaid leave • All staff to be tested on a monthly basis when results are 	GREEN 1x4 4	Staff must record and report any issues or changes to the management team.

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				100% negative. This will be increased to weekly testing on a positive result and fortnightly x2 after the first 100% negative result.		
PWS and carers experiencing stress or harm as a result of closed or reduced services	PWS Family Carers	RED 25 5x5	Increased risk of experiencing stress, isolation, abuse and mental health issues	<ul style="list-style-type: none"> • Identify PWS and offer outreach support service <ul style="list-style-type: none"> ○ Priority rate each member in relation to risk to health and well-being, carer respite, potential safeguarding and isolation ○ On-line, activities packs, shopping and care support to offered PWs and family carer who live with them ○ Regular contact by telephone and video calls for all members and family carers • Identify PWS for carers respite, safeguarding, isolation and mental well being needs <ul style="list-style-type: none"> ○ Half day session to be offered to those in need ○ Temperature's to be taken on arrival ○ All staff and PWS to use hand sanitiser or wash hands for 20 secs using disposable wipes to dry hands. ○ Face masks, apron and gloves when working with people under a 2 meter distance. ○ All activities to be conducted over a 2 meter distance when its possible 	GREEN 4x1 4	Staff must record and report any issues or changes to the management team
Members not following Government guidelines		RED 5x5 25	Member not understanding the communications resulting in falling ill and abuse from members of the public	<ul style="list-style-type: none"> • Easy read publication made available to all members • Staff to relate the advice verbally and in pictures • Staff to report any safeguarding or DOLs concerns • Members to receiving training and active support to follow good hygiene when attending service 	GREEN 4x1 4	<p>Staff must record and report any issues or changes to the management team.</p> <p>IRF forms must be completed for any accidents, incidents or near misses and given to the management team for review and action.</p>

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Phase 3 Reliable treatment for the disease – Date unknown

Normal Services resume				<ul style="list-style-type: none"> • TBC 		
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Summary

Normal numbers, activities, community engagement and services will resume in all building once there is a reliable eradication and treatment of the disease or unless we are advised sooner that re-opening is safe. Additional risk assessments will be required to meet safety needs and amendments to the service following Governments advice, yet unknown.

Completed by: Dawn Wood

Signature:

Position:: Operations Manager

Review date:

Completed by:

Signature:

Position:

Comments:

Review date:

Completed by:

Signature:

Position:

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Comments: