# TREETOPS HOSPICE GENERAL RISK ASSESSMENT FORM REF NO.

## Area: Hospice at Home Coordination: Team

## Person responsible for area/location: Teresa Smith

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| Ref No | Hazard  &  Effect | Who at risk | Existing controls | Risk =  Hazard rate x likelihood | Required Control Measures | Residual risk | Adopted Yes/No Date | Comments |
| 1 | Arriving at work on early shift, being the first person on campus, opening the barrier  Fear of attack when accessing the hospice campus during when dark in the mornings leading to stress and mental ill health.  Attempted or actual attack when accessing the hospice campus leading to serious injury | Hospice at Home Office staff, who is on the 07.30 start | * Barrier to campus in place for security * Shrubbery and treetops to be maintained around barrier for visibility. * Adequate lighting is in car park. * Lighting in Cheetham Centre automatically turns on when building is entered in the reception area and corridor toward the offices. * Vegetation cleared around barrier area. * PIR light illuminate’s barrier area on approach * Access to nurse On Call * Crime rates in the area monitored. | * 3 x 2 = 6 medium risk-medium priority * 4 x 2 = 8 medium risk-medium priority | * Staff to be aware of surroundings and do dynamic risk assessments during access and egress from the site. * Lock door when inside once the alarm has been deactivated. * Be aware that the Roaming Service may occasionally still be in the building if their night shift has over run. |  |  |  |
| 2  3 | Working in the Hospice at Home office  Risks of:  Covid infection leading to serious illness or death.  Musculo-skeletal issues from poor workstation arrangement  Threat of verbal abuse or threatening behaviour by carers/relatives, leading to stress and shock. | Hospice at Home Office staff  Hospice at Home Office staff | * All staff to have carried out a DSE assessment. * If staff need to work from the Hospice, they are encouraged to work between the hours of 7.30am – 4.30pm rostered on to a staggered start and staggered finish. * Temporary office moves may be required. * Staff are encouraged to use Teams or Zoom for meetings. Face to face meetings to be avoided. Until restrictions are lifted. * All relatives/1st Contacts are introduced to the service and care provision discussed. * Any complaints are passed to the manager and the complaints procedure is followed | * 2 x 3 = 6 Medium risk = medium priority   3 x 1 Low risk = low priority | Procedure required for what to do in the event of dealing with abusive relatives, if continue to verbally abuse and threaten staff, whether that is over the phone or attempts to have a face to face confrontation | Staff training to be accessed on communication techniques when available and managing abusive or threatening behaviour |  |  |
| 4 | Transmission of COVID-19 in the workplace resulting in staff contracting the infection and becoming seriously ill/dying | Hospice at Home Staff | * Social distancing measures in place * Following guidelines for Covid set out by Treetops Hospice * All workstations, including telephones wiped down with antibacterial wipes/spray at the beginning and end of your shift. * Restrictions on the amount of people accessing the Hospice at Home Office when it is not their usual working space. * Handwashing facilities and hand sanitiser available always * Correct PPE available when needed. * Staff to wear face masks when working within the Hospice at Home Office with someone if need to work closer than 2 metres apart. * Where meetings take place on site, social distancing of 1 meter will take place or face-to-face contact kept to a minimum. * Maximum of 2 staff to work within the Hospice at Home Office and one in the managers Office whilst restrictions are in place. * Covid tests to be performed if symptomatic or had close contact with a family member who is covid positive. Then PCR if LF result is positive. Isolation period commenced if positive result on any test and follow the current guidelines on Covid-19. | * 5 x 2 = 6 medium risk-medium priority | * Liaise with facilities if PPE is required or cleaning equipment * Liaise with facilities if any Covid testing equipment is required |  |  |  |
| 5 | Working from home risks:  Poor workstation arrangement leading to musculo-skeletal issues.  Poor manual handling during transportation of equipment leading to musculo-skeletal issues.  Mental wellbeing adversely impacted by isolation.  Risk of theft for equipment. Risk of electrical safety.  Possibility of data breach in relation to home working space and security of equipment | Hospice at Home Office staff | * Working from home will be facilitated as required. * Prior to any member of staff being asked to work from home, Manager to meet and discuss working requirements with staff member and practicability of their role being carried out from home. * Manager to decide if role can be carried out from home and discuss working from home with staff member and to identify any additional requirements that may need to be put into place such as additional equipment such as: screen, chair, riser, mouse etc. * Laptops to be provided for staff along with bag/case for carrying equipment to and from work daily. * Annual Manual Handling training to be accessed * Additional equipment can be obtained through contacting Facilities/Hospice at Home Manager. * Manger to make regular contact with staff member to ensure health and wellbeing considered. * Staff are asked to carry out an assessment of area working in at home to ensure health and safety needs are being met * Equipment to be PAT tested every 12 to 24 months * IT training for all members of staff working from home | * 3 x 2 = 6 medium risk-medium priority | * Wires / cables to be kept tidy to avoid trips. * Ensure GDPR is adhered * Ensure equipment is stored safely in staff member’s home. * Laptops to be used for Treetops Hospice work or training only and not for personal use. |  |  |  |
| 6 | Intense working environment and potential for numerous distressing calls during the day leading to an adverse impact on mental wellbeing | Hospice at Home staff | * Breaks taken as required. * Access to one-to-one reviews monthly. * Staff encouraged to access wellbeing sessions/mindfulness as required. * Time out of the office during the day is encouraged e.g., walking in the grounds | 3 x 3= 6  medium risk-medium priority |  |  |  |  |

**Assessor: Date of assessment:**

## Use the grid below to record reviews of this assessment, which are due annually or if an incident occurs, whichever is sooner.

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| --- | --- | --- | --- | --- |
| Review Date | Signature |  | Review Date | **Signature** |
| **6th September 2021** | **Teresa Smith** |  |  |  |
| **01/03/2022** | **Teresa Smith** |  |  |  |
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