

### Kent MS Therapy Centre - Centre Wide Risk Assessment

After a period of closure following government guidance to stop the spread of Covid-19 we have been seeking guidance on when it is safe to reopen the Centre. We are weighing up the needs of our Members for vital therapies to manage symptoms against the need for social distancing and staying at home. Before the balance is tipped to Members symptoms deteriorating to the point that they are having to make use of medical and acute services, we have a duty of care to all to try to re-establish services. Covid-19 is part of the Coronavirus family and is a new illness that can affect your lungs and airways. Symptoms can be mild, moderate, severe or fatal. This Risk Assessment is aimed at identifying the necessary controls required to re-open the Centre, taking into account the latest government guidelines and measures to help our Members, Staff, Volunteers and Visitors keep safe during the Covid-19 pandemic.

<b>Assessment Name</b>	Re-Opening Kent MS Therapy Centre - Phase 1 (Oxygen Therapy Only)	<b>Rag Rating</b>		
<b>Responsible Persons</b>	Jennifer Needham, Operations Manager & Karen Middlemiss, Member Support Manager	<b>Red</b>	<b>Amber</b>	<b>Green</b>
<b>Review Date</b>	17th July 2020	<b>Unacceptable</b>	<b>Tolerable</b>	<b>Acceptable</b>
<b>Task Description</b>	To assess the risk re-opening the Centre at this stage (Phase One) for members to access Oxygen Therapy. Only allowing the necessary employees to run the Oxygen Chamber and run reception. Opening Hours will be 8am - 6.15pm, Monday-Friday	Stop activity and make immediate improvements	Look to improve within a specified timescale	No further action, but ensure controls are maintained
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Identify Hazards & No.	Who Might be Harmed & Why?	Controls Required	Additional Controls	RAG Rating	Action Required & by Who?	Completed (Date)
1.0 Spread of Covid-19  <b>Hand Washing</b>	<b>Employees, Volunteers, Members, Carers, Therapists, External Cleaners, Vistors, Contractors, Deliveries</b> * Lack of Guidance * Lack of or insufficient training * Poor or misleading communication * Lack of Notices on KMSTC rules * Failure of equipment i.e. hand sanitiser dispensers * Human Behaviour	<u><b>Hand Washing</b></u>  * Hand washing facilities with soap and hot water * Stringent hand washing taking place * Paper towels/hand dryers for drying hands * Hand sanitisers placed at Sanitisation Station located at Reception and throughout centre	* Employees given instruction and advice to wash hands on a regular basis using soap and hot water, including the importance of proper drying * Remind employees to catch coughs and sneezes in tissues...Catch It, Bin It, Kill It. Avoid touching face, eyes, nose or mouth with unclean hands. Tissues will be available throughout the centre * Keeping up to date with the latest Public Health England (PHE) advice * Posters on display throughout the centre		Jennifer Needham	
1.1 Spread of Covid-19  <b>Cleaning</b>	<b>Employees, Volunteers and Therapists</b> * Lack of Guidance * Lack of or insufficient training * Poor or misleading communication * Lack of Notices on KMSTC rules * Inadequate PPE	<u><b>Cleaning</b></u>  * Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches, reception area using appropriate cleanaing products and methods	* Rigorous checks will be carried out by the Operations Manager and Member Support Manager to ensure that the necessary procedures are being followed * Member toilets cleaned after every use		Jennifer Needham	
1.2 Spread of Covid-19  <b>Social Distancing</b>	<b>Employees, Volunteers, Members, Carers, Therapists, External Cleaners, Vistors, Contractors, Deliveries</b> * Lack of Guidance * Lack of or insufficient training * Poor or misleading communication * Lack of Notices on KMSTC rules * Lack of social distance floor markings and information, clearly indicating required segregation spacing	<u><b>Social Distancing</b></u>  * Social distancing - reducing the number of persons in any work area to comply with the 2 metre (6.5 foot) gap recommended by Public Health England (PHE) *Taking steps to review work schedules including start and finish times/shift patterns, working from home etc. to reduce the number of workers on site at any one time. *Redesigning processes to ensure social distancing is in place and easy to follow	* Staff and members to be reminded regularly of the importance of social distancing both in the workplace and outside of it * Management checks to ensure this is adhered to * Social areas will be removed from the from Centre * Members will only be allowed in the Centre for Oxygen Therapy Treatment * Kitchen area for staff use only. One person at a time and all areas wipes down before and after every use		Jennifer Needham	

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1.3 Spread of Covid-19  PPE	<b>Employees, Volunteers and Therapists</b> * Lack of Guidance * Lack of or insufficient training * Lack of suitable PPE	<b>Personal Protective Equipment (PPE)</b> *Where wearing PPE is a requirement, an adequate supply will be provided. Staff will be instructed on how to remove PPE carefully to reduce contamination and how to dispose of it safely	* Staff to be reminded that wearing of gloves is not a substitute for good hand washing *Therapist to provide their own PPE to treat clients		Jennifer Needham	
1.4 Spread of Covid-19  Symptoms of Covid-19	<b>Employees, Volunteers, Members, Carers, External Cleaners, Vistors, Contractors, Deliveries</b> *Non-compliance with social distancing measures (human behaviours) * Lack of social distance floor markings and information, clearly indicating required segregation spacing * Lack of suitable PPE * Poor cleaning and hygiene * Contact with contaminated persons or objects	<b>Symptoms of Covid-19</b> *If anyone becomes unwell with a new continuous cold, high temperature or experiences a loss of taste or smell in the workplace they will be sent home and advised to follow the Government 'stay at home' guidance *Line managers will maintain regular contact with staff members during this time *If advised that member of staff or public has developed Covid-19 and were recently on our premises the management team of the workplace will follow Public Health England advice, identify people who have been in contact with them and will take any actions or precautions that should be taken, including contact tracing	* Line managers will maintain regular contact with staff members during their isolation. Internal communication channels and cascading of messages through line managers will be carried out regularly to reassure and support employees in a fast-changing situation		Jennifer Needham	
1.5 Spread of Covid-19  Reception	<b>Employees and Volunteers</b> * Lack of Guidance * Lack of or insufficient training * Poor or misleading communication * Lack of Notices on KMSTC rules * Inadequate PPE * Failure of equipment i.e. hand sanitiser dispensers	<b>Reception</b> *Perspex screen around desk and reception and side stable door into reception to stop foot traffic into reception area *Receptionist to wear gloves and wipe down telephone, computer keyboard before use, throughout the day and at the end of the day *Card payments only accepted at Reception desk *Members to be directed to the Sanitisation Station before and after treatment * Post can be passed through an opening in the Perspex screen *Deliveries to be dropped by the reception perspex stable door. All deliveries received on a 'no signature required' basis *Reception to capture Attendee List for all persons that enter the building	*Reception Employees and Volunteers responsible to maintaining the sanitisation station. Wearing appropriate PPE ensure station is regularly topped up with sanitiser and paper towels. Disinfect the sanitisation table after all Oxygen Therapy members have entered the Oxygen Therapy tank		Jennifer Needham	

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1.6 Spread of Covid-19  Treatment Rooms	<b>Therapists</b> * Lack of Guidance * Lack of or insufficient training * Poor or misleading communication * Lack of Notices on KMSTC rules * Inadequate PPE * Failure of equipment i.e. hand sanitiser dispensers	<b>Treatment Rooms</b> *Therapist to provide their own PPE to treat clients *Ensure hand sanitiser in each room *Ensure antiseptic wipes in each room *Ensure couch rolls in each room *Advise Therapists that they must sanitise plinths and surfaces including door handles, and toilets after each use			Jennifer Needham	
1.7 Spread of Covid-19  Kitchen Area	<b>Employees, Volunteers and Therapists</b> * Lack of Guidance * Non-compliance with social distancing measures (human behaviours) * Poor cleaning and hygiene	<b>Kitchen Area</b> * To be used by Employees and Volunteers only * All food to be provided by individuals * 1 in, 1 out policy of area * Individuals to clean prior and post use of area			Jennifer Needham	
1.7 Spread of Covid-19  Car Park	<b>Employees, Volunteers, Members, Carers, Therapists, External Cleaners, Vistors, Contractors, Deliveries</b> * Lack of Guidance * Non-compliance with social distancing measures (human behaviours) * Lack of Notices on KMSTC rules * Lack of social distance floor markings and information, clearly indicating required segregation spacing	<b>Car Park</b> *Notices on Front of Building explaining Social Distancing *Notice on Front of Building advising only one person (plus carer) to enter at any one time *Carer must leave the building and wait in the Car until therapy for member is finished, then come back into the building to collect them *Clear floor markings mapping way in and out of the building			Jennifer Needham	

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1.8 Spread of Covid-19  Fire Evacuation	Employees, Volunteers, Members, Carers, Therapists, External Cleaners, Vistors, Contractors, Deliveries * Non-compliance with social distancing measures (human behaviours) * Lack of social distance floor markings and information, clearly indicating required segregation spacing	<u>Fire Evacuation</u> * Reception team to evacuate with building attendee list * Fire Warden to mark off persons evacuated from building against the attendee list * No test drill will be carried out until further notice * All alarm activations, except at the time of the periodical test are to be treated as a fire incident * Unless the fire is in the immediate area a safe distance of 2 metres should be maintained between each person during the evacuation controlled by the Fire Warden on site * Each person to leave by the nearest clear fire exit point			Jennifer Needham	
1.9 Spread of Covid-19  Maintenance (Contractors)	Staff, Volunteers and Contractors * Non-compliance with social distancing measures (human behaviours) * Lack of PPE	<u>Maintenance (Contractors)</u> * Reception team to ensure all contractors report to reception and are added to the building attendee list * Reception to give advice on hand washing * Issue PPE if required, but expect contractors to bring their own PPE * Only allowed by appointment with Operations Manager * Social distancing measures in place			Jennifer Needham	
1.10 Spread of Covid-19  External Cleaning Team	External Cleaners * Lack of guidance * Poor cleaning and hygiene * Lack of PPE	<u>External Cleaning Team</u> * Centre regularly cleaned with sanitising product * Frequent cleaning and disinfecting of touch points (objects and surfaces that are touched regularly, such as door handles, taps, hand driers, push buttons) * Removal of waste at end of each working day * Cleaning team advised to wear single use masks and gloves to prevent contamination/reduce the risk of infection			Jennifer Needham	

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2.0 Water Contamination	<b>Employees, Volunteers, Members, Carers, Therapists, External Cleaners, Vistors, Contractors</b> * Stagnant or standing water can cause conditions that increase the risk for growth and spread of Legionella, other bio-film-associated bacteria and harmful contaminants	* Carry out immediate remedial works to recommission the existing HVAC system * Chlorination test carried out, chemical dose (if required) and re-test (if required) * Chlorination test certificate issued			Jennifer Needham	
3.0 Donation Station	<b>Employees, Volunteers, Members, Carers, Therapists, External Cleaners, Vistors</b> * Donation Station currently managed by group of at risk/shielded volunteers	* No donations accepted at this point in time * Donation station will remain closed, no entry permitted			Jennifer Needham	