



COVID 19 RISK ASSESSMENT - WORKING AND VISITING PEOPLES HOMES AND ON THE ESTATE

Our highest priority is the health and safety of our staff, residents and partners.

IDENTIFIED RISK

The primary risk to our staff and residents when working in people's homes and on the estate is the transmission of the Covid-19 Virus. It is recognised that this is risk is higher than when working in an office environment and therefore particular caution needs to be applied. This risk assessment is written in line with government guidance on working in people's homes and in the risk assessment carried out for office working.

1. General Principles

- Visits to people's homes should only take place when absolutely necessary
- Before any home visit is arranged the resident must be asked if they are showing any symptoms of Covid-19 or are self isolating because they have had contact with someone who has.
- If any member of staff has any doubt as to whether they are at risk they should withdraw from the appointment and notify the office of their action.
- When carrying out discussions on arrears, lettings etc efforts should be made to use remote working tools to avoid in-person appointments.
- Where face to face appointments are required they should where possible be held in the office.
- When home visits are needed discussions indoors should be minimised and should be concluded outdoors, in well-ventilated rooms or later on the phone or office.
- Asking that households leave all internal doors open to minimise contact with door handles

	<ul style="list-style-type: none"> • Where repair works need to be completed residents should be asked not to remain in the same room as the operative • Residents should be asked to clean and clear any area in which staff will be working. If this is not the case that staff should withdraw and report back to the office that this is the case.
<p>2.</p>	<p>Developing cleaning, hand washing and hygiene procedures</p> <ul style="list-style-type: none"> • Staff will be provided with hand sanitiser which should be used before and after entering a property • Staff visiting any property must wear masks and single use disposable gloves, which must be disposed of after each visit. • Staff working on the estate should wear gloves at all times and should remove them if they enter an office or other facilities. • Care should be taken to avoid contact with any unnecessary hard surfaces when not wearing gloves. • In no circumstances must any drinks or food be accepted. • No work should be carried out in a household which is isolating because one or more family members has symptoms or where an individual has been advised to shield, unless it is to remedy a direct risk to the safety of the household or neighbouring properties. • When working in a household where somebody is clinically vulnerable, but has not been asked to shield, for example, the home of someone over 70, prior arrangements should be made with vulnerable people to avoid any face-to-face contact, for example, when answering the door. You should be particularly strict about handwashing, coughing and sneezing hygiene, such as covering your nose and mouth and disposing of single-use tissues. • Asking that households leave all internal doors open to minimise contact with door handles. • Where possible tools should not be shared. Where this cannot be done then tools should be fully sanitised between jobs.
<p>3.</p>	<p>Maintaining 2m social distancing where possible</p> <ul style="list-style-type: none"> • A 2m distance should be kept between workers and residents if at all possible.

	<ul style="list-style-type: none"> • When a resident is met on the estate a 2m distance should be maintained and an residents should if necessary be asked to maintain adequate social distancing. • Where a resident does not maintain the appropriate distancing staff should withdraw. • Identifying busy areas across the household where people travel to, from or through, for example, stairs and corridors, and minimising movement within these areas. • When organising repair work attention should be given to limiting the number of people within a confined space to maintain social distancing. • Where possible the same operative should complete and task if it is not possible to complete a job on the first visit.
4.	Working where 2m social distancing is not possible
	<ul style="list-style-type: none"> • There are no circumstances where a resident and a staff member should be closer than 1m. • Where staff members are working in close proximity to complete a repair or other task they must wear masks and abide by all other general hygiene procedures.